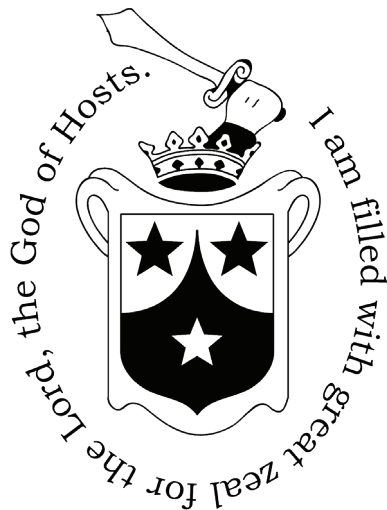


IRISH PROVINCE OF CARMELITES



CARMELITE CHILD SAFEGUARDING HANDBOOK

2020

Published September 2020

All policies drawn and adapted from the *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016* by Mary Tallon and Jan Perrin, Child Safeguarding Office, Irish Province of Carmelites.

Edited by the Carmelite Safeguarding Committee and approved by the Provincial and Council.

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Foreword by the Provincial

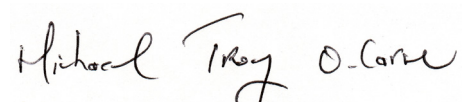
Over the last number of years, there have been many excellent developments in child safeguarding. Perhaps most significant for all who minister and participate in the life of the Catholic Church was the publishing of the *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016* (SCPSCCI) by the National Board for Safeguarding Children in the Catholic Church in Ireland. This one-for-all policy has been adopted by all bodies in the Catholic Church as official safeguarding policy. The document sets out seven standards, which include creating safe environments, care of both complainants and respondents, training and support, as well as providing clear guidelines on structures and procedures which foster a high level of vigilance and compliance in the whole area of safeguarding. As our understanding of child safeguarding develops, it is becoming clear that the implications of best practice reach far beyond our direct interaction with children. Safeguarding is a broader concept, which also includes and affects how we should go about recruiting and selecting staff, the maintenance of our properties, and our use of technology and social media.

We know that the Catholic Church has been damaged by the scandals of clerical abuse and at times is still treated with suspicion. Unfortunately, there is a danger that this can lead to a reticence and a reluctance to engage with children and young people. However, ministry with children and youth ministry are vital aspects of the life and ministry of the Church and should not be neglected. As Pope Francis states, “Young people can offer the Church the beauty of youth by renewing her ability to rejoice with new beginnings.” (*Christus Vivit*, 37). There is a danger that we can see safeguarding measures as restricting or limiting to our ministry. I would suggest that it is better to see them as framing our ministry. They provide a safe environment for us, children, and their families to explore and celebrate our Christian faith, through prayer, activity and community.

Over the last year, much work has been done by both the Carmelite Child Safeguarding Office and the Safeguarding Committee to study the standards, as set out in the SCPSCCI, and to draw up a safeguarding statement, as well as policies and procedures which can be adopted and enacted by the Order, in our local communities and as a Province. These have now been compiled in the comprehensive document *Carmelite Child Safeguarding Statement, Policies and Procedures*. At the same time, the Child Safeguarding Committee felt there was need for a more accessible and practical manual, which could give clear guidance on specific topics or issues. Therefore, this current document, the *Carmelite Child Safeguarding Handbook*, was drawn up.

The aim of the *Handbook* is to provide quick and easy access to relevant procedures and guidelines, as well as necessary forms and documents for working with children/young people. A quick glance at the index gives an understanding of what the document contains and where to look to find information on specific topics. As it is divided into manageable yet concise sections, I think this document will prove a valuable resource for us as Carmelites and for all who work with us and share in our ministry. I encourage you to use the *Handbook* as a first port of call when beginning any new venture, whether it is leasing a facility to an external group, recruiting new staff/volunteers, or organising an activity with young people.

I would like to conclude by thanking the Safeguarding Office personnel and the Safeguarding Committee for their trojan work on compiling both the *Carmelite Child Safeguarding Statement, Policies and Procedures* and the *Carmelite Child Safeguarding Handbook*. I thank Dave Twohig for using his talents and skills in bringing these documents to publication. I hope that the publication of this *Handbook*, which offers clear guidelines and instruction in best practice, will grant us a sense of assurance so that we can continue our mission of spreading the Gospel message and engaging with children, young people and their families into the future.



Michael Troy, Prior Provincial

Introduction

Welcome to the Carmelite Order Child Safeguarding Handbook. The content of this handbook is extracted from the *Carmelite Safeguarding Statement, Policies and Procedures* which now supersedes all previous Carmelite safeguarding documents. The purpose of the Handbook is to be a quick reference on practical day-to-day issues and how to address them in a way in keeping with best safeguarding practice. The Carmelite Order is committed to safeguarding children by:

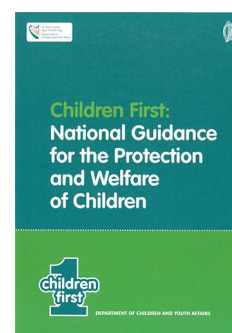
- Creating and maintaining safe environments for all children who participate in Carmelite church and community activities.
- Recognising and responding appropriately to all child safeguarding concerns.
- Creating a secure and supportive environment for those who have suffered abuse.
- Managing and supporting church personnel who have allegations made against them.

The Handbook is for use by all church personnel (the Carmelite religious community, staff and volunteers). Everyone has a role to play in safeguarding children and this document is designed to support and advise church personnel of their child safeguarding roles and responsibilities. Everyone must be alert to the possibility that the children with whom they are in contact may be experiencing abuse or neglect. Everyone must know how to recognise and respond to concerns of abuse or neglect. The responsibility to report child safeguarding concerns applies to everyone working with children or families.

The welfare of the child is the core safeguarding principle that must be incorporated into all interactions with children, and given paramount consideration. Children have a right to be protected, treated with respect, listened to and have their views taken into consideration.

Context

The Children First Act 2015 places statutory child safeguarding obligations on specific groups of professionals and, in particular, organisations providing services to children. *Children First National Guidance for the Protection and Welfare of Children 2017* is designed to assist people to identify, respond and report child abuse concerns. It also provides guidance on the statutory responsibilities of mandated persons and organisations under the Children First Act 2015.



The National Board for Safeguarding Children in the Catholic Church in Ireland (NBSCCCI) produced *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016* (SCPSCCI), a 'one Church' policy with standards designed to ensure 'best practice' in all aspects of child safeguarding. The *Carmelite Child Safeguarding Statement, Policies, Procedures and Guidelines* is based on, and consistent with, the SCPSCCI and *Children First National Guidance*.



Review

This document will be reviewed every two years and updated to reflect the changes in legislation, practice and national or Church guidance. It is the responsibility of the Safeguarding Office to conduct the review on behalf of the Provincial.

Safeguarding on the Carmelite Website

The safeguarding section of the Carmelite website will contain all of the safeguarding policies and procedures, guidelines and forms in an accessible and user-friendly format.

Safeguarding Structures and Roles

The Prior Provincial

The Prior Provincial is responsible for all safeguarding practices by:

- Appointing a Safeguarding Committee.
- Ensuring that the appropriate child safeguarding structures and personnel are in place, and adequate resources are available to support these structures.
- Ensuring that the *Carmelite Safeguarding Statement*, policies, procedures and practices are in place to safeguard children and that all concerns and allegations are responded to, and reported promptly to the statutory authorities.
- Ensuring compliance with canon and civil law and *Children First National Guidance*.
- Upholding the NBSCCCI seven standards in practice and behaviour, thereby creating and maintaining safe environments for children.
- Liaising with the Holy See through the Prior General, as appropriate.

The Provincial has overall responsibility for ensuring that there are adequate structures in place in the Carmelite Order to ensure that all children who participate in church activities are kept safe from harm. The following safeguarding structures are in place:

Carmelite Safeguarding Office

This Office is staffed by the Director of Safeguarding/Designated Liaison Person (DLP). The role of the Director/DLP is to promote and co-ordinate all child safeguarding practices by:

- Directing and implementing the *Child Safeguarding Statement* and associated safeguarding policies and procedures.
- Liaising with and supporting Carmelite friars and communities to ensure implementation of local policies and procedures.
- Liaising with the Child Safeguarding Committee and the Advisory Panel.
- Reporting directly to the Provincial on all child safeguarding practice and issues.
- Supporting and advising all church personnel who have child safeguarding concerns.
- Responding to and reporting all safeguarding concerns to the statutory authorities.
- Ensuring reporting procedures are followed promptly and correctly.
- Acting as a liaison person with other agencies in relation to safeguarding matters.
- Managing cases, including recording and maintenance of files.
- Providing care and support to complainants.
- Providing care and management of respondents.
- Notifying the NBSCCCI of concerns/allegations made against anonymised members of the Order.

Carmelite Child Safeguarding Advisory Panel

This Panel is composed of lay and religious personnel, who have been selected on the basis of their child safeguarding knowledge and experience of canon and civil law. The Panel provides independent, expert advice on the management of cases and promotes safeguarding by:

- Advising the Provincial on the management of suspected and confirmed safeguarding concerns and allegations made against members of the Carmelite Order.
- Keeping a record of the advice and recommendations made by the Panel to the Provincial.
- Upholding the NBSCCCI seven standards in practice and behaviour.

Carmelite Child Safeguarding Committee

This Committee is composed of lay and religious personnel, who have been selected for their knowledge and experience of the Carmelite Order, communities and members, policy and procedure development and implementation and practical work with children and young people, staff and volunteers. Through the broad range of experience and knowledge, they provides advice on the creation and maintenance of a safe environment for children throughout the Carmelite communities. The role of this Committee is to promote child safeguarding by:

- Developing a 3-year child safeguarding plan, including the establishment of a *Child Safeguarding Statement* and associated safeguarding policies and procedures.
- Ensuring a communication plan is in place and being implemented.
- Overseeing the coordination of activities related to child safeguarding, for example, training, recruitment and selection, codes of behaviour, policy and procedure development and implementation.
- Ensuring the annual audit is completed for each of the Carmelite communities.
- Ensuring the development of a training needs analysis, and delivery of training in accordance with the training plan across the Order.
- Supporting the development of a bi-annual safeguarding newsletter.
- Ensuring, with the Provincial, that the appropriate child safeguarding personnel are in place.
- Upholding the NBSCCI seven standards in practice and behaviour.

Prior of each community

The role of the Prior is to promote safeguarding within their community by:

- Raising awareness and promoting best practice in relation to child safeguarding.
- Ensuring all church personnel are recruited and inducted in line with Carmelite recruitment and selection procedures.
- Ensuring all church personnel adhere to the code of behaviour and child safeguarding policies and procedures of the Order.
- Ensuring church activities are provided in a way that guarantees the safety and well-being of the children involved.
- Ensuring that the contact details of the DLP, An Garda Síochána and Tusla are widely publicised.
- Completing the annual audit for their community in conjunction with safeguarding personnel.
- Upholding the NBSCCI seven standards in practice and behaviour.

Mandated persons

Within the Carmelite Order, mandated persons include all members of the Order, the DLP, nursing staff and physiotherapists (Schedule 2 of the Children First Act 2015 lists persons classified as mandated persons). Under Children First Act 2015 mandated persons have a statutory obligation to:

- Report concerns which reach or exceed a legally defined threshold.
- Cooperate with Tusla in the assessment of mandated reports.

Glossary

Child: Under the Child Care Act 1991, a child is a person under the age of 18 years, who is not or has not been married.

Children First Act 2015: Legislation introduced to strengthen child safeguarding measures, to ensure child protection concerns are brought to the attention of Tusla without delay, and that organisations take the necessary steps to keep children safe while availing of a service.

Children First: National Guidance for the Protection and Welfare of Children 2017: National overarching guidance for the protection and welfare of children, published by the Department of Children and Youth Affairs.

Child Safeguarding: Ensuring safe practice and appropriate responses by staff and volunteers to concerns about the safety or welfare of children, should these arise. Child safeguarding is about protecting the child from harm, promoting their welfare and, in doing so, creating an environment which enables children and young people to grow, develop and achieve their full potential.

Child Safeguarding Statement (CSS): Defined in the Children First Act 2015. This is a statement which includes a written assessment of 'risk-of-harm' to children and the measures that will be taken to manage any identified risks.

Church Personnel: Refers to members of the Carmelite Order, staff and volunteers.

Complainant: This is a term used to describe a person who has made an allegation of abuse.

Designated Liaison Person (DLP): A resource to any staff member who has a child safeguarding concern. The DLP is responsible for ensuring that reporting procedures are followed correctly and promptly, and acts as a liaison with statutory agencies.

Harm: Section 2 of the Children First Act 2015 defines harm in relation to a child as:

- a) Assault, ill-treatment or neglect of the child in a manner that seriously affects, or is likely to seriously affect, the child's health, development or welfare.
- b) Sexual abuse of the child.

Mandated Person: As defined in the Children First Act 2015, mandated persons have a statutory obligation to report concerns, which meet or exceed a particular threshold, to Tusla. If requested, they must also assist Tusla in the assessment of mandated reports.

National Board for Safeguarding Children in the Catholic Church in Ireland (NBSCCCI): Provides advice, services and assistance to the safeguarding of children within the Roman Catholic Church and monitors compliance with legislation, policy and best practice.

Nominated Liaison Person: The person appointed by the Order to conduct the Garda vetting process and liaise with the National Garda Vetting Bureau in relation to vetting disclosures.

Respondent: This is the term used for the person about whom child protection suspicions, concerns knowledge or allegations have been made.

Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016 (SCPSCCI): A 'One Church' policy and standards document produced by the NBSCCCI to support and guide child safeguarding across all Church bodies in Ireland.

Statutory Authorities:

- 1) Tusla, the Child and Family Agency, is the lead statutory organisation for safeguarding children in Ireland. They are responsible for conducting assessments in relation to the risk of harm to children.
- 2) An Garda Síochána – in relation to child safeguarding, they are responsible for conducting investigations as to whether a crime has been committed.

Child Safeguarding Standards



Child Safeguarding Statement of the Order of Carmelites (O.Carm.)

This statement has been prepared to comply with the requirements of the Children First Act 2015 and is supported by *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016* and *Children First National Guidance for the Protection and Welfare of Children 2017*.

Statement

As a constituent member of the Catholic Church in Ireland, we recognise and uphold the dignity and rights of all children, are committed to ensuring their safety and well-being and will work in partnership with parents/guardians to do this. We recognise each child as a gift from God, and we value and encourage the participation of children in all activities that enhance their spiritual, physical, emotional, intellectual and social development.

All church personnel (including clergy, ordained and non-ordained, staff and volunteers) have a responsibility to safeguard children and young people through promoting their welfare, health and development in a safe and caring environment that supports their best interests and prevents abuse.

Note: Under the Child Care Act 1991, a child is someone under the age of 18 years who is not or has not been married.

Nature of Service

The Order of Carmelites (O.Carm.), as a constituent member of the Catholic Church in Ireland, exists to promote the building up of the Kingdom of God. This includes, among other things, the following ministries with children and young people:

- Attendance by children and young people at church services and in preparation for church services.
- Participation in sacramental preparation.
- Participation by children and young people in various roles within our churches and communities including altar servers, choirs, ministers of the Word, extraordinary ministers of the Eucharist, catechists in youth programmes, children's liturgy.
- Participation in youth groups/youth ministries.
- Participation in retreats and pilgrimages.

Principles of Safeguarding Children from Harm

As outlined in the *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016* and *Children First National Guidance for the Protection and Welfare of Children 2017*, we are committed to the following principles:

- The safety and welfare of children is everyone's responsibility.
- We all have a role to play in safeguarding children, this includes creating safe environments for children, developing and maintaining a culture where children are heard, valued and protected, challenging poor practice and recognising and responding to child protection and welfare concerns.
- The welfare of the child is the first and paramount consideration. When making decisions and taking action the welfare of the child must be prioritised.
- Children have a right to be heard, listened to and taken seriously. Taking account of their age and understanding, they should be consulted and involved in all matters and decisions that may affect their lives.
- To report child safeguarding concerns promptly to the statutory bodies.

Risk Assessment

A full and comprehensive risk assessment in terms of 'risks-of-harm' to a child from a safeguarding perspective has been undertaken by the Order. A list of procedures and steps to minimise the risks of abuse have also been drawn up, in line with *SCPSCCI*. The full risk assessment can be viewed in the *Carmelite Safeguarding Statement, Policies and Procedures* or on the Carmelite website at:

<http://www.carmelites.ie/safeguarding.html>

Community Specific Risk Assessment

Each individual religious community must document any additional safeguarding risks, and the procedures in place to minimise them. A similar risk assessment format to that of the Province should be used. The DLP is available to support this process.

Procedures

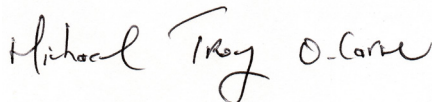
The following are specified procedures under the Children First Act 2015 and are also referenced above:

- Procedure for the management of allegations of abuse or misconduct by church personnel against a child availing of our service.
- Procedure for the safe recruitment and selection of church personnel to work with children.
- Procedure for provision of and access to child safeguarding training and information, including the identification of the occurrence of harm.
- Procedure for the reporting of child protection or welfare concerns to Tusla.
- Procedure for maintaining a list of the persons in the relevant service who are mandated persons.
- Procedure for appointing a relevant person.

Implementation

The Order of Carmelites (O.Carm.) is committed to safeguarding children through the implementation of *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016* and *Children First National Guidance for the Protection and Welfare of Children 2017*. This Child Safeguarding Statement, together with our practice, illustrates our desire to keep children involved in our ministries safe from any harm or abuse. As part of our annual audit against the relevant indicators of the child safeguarding standards, we will review the effectiveness of our practice as outlined in this statement and will revise, as appropriate.

Signed:



Michael Troy, O.Carm., Prior Provincial.

Date:

20th January 2020

For any queries relating to this statement please contact the **Relevant Person** under the Children First Act 2015:

Director of Safeguarding

Address: Carmelite Safeguarding Office, Gort Muire, Ballinteer, Dublin 16, D16 E167

Telephone: (01) 2984014



Safe Recruitment and Selection Procedures

The Carmelite Order acknowledges that child safeguarding starts with the appointment of suitably qualified and vetted church personnel who have the desired competence and skills to carry out their function in an effective, efficient and safe manner. Therefore, all church personnel employed by the Order, either in a pastoral or voluntary role, must be recruited safely and deemed suitable for the role that they are being asked to undertake. Thus:

- All reasonable steps are taken to ensure that we exclude applicants who might pose a risk to children.
 - Those engaged in the recruitment process are suitably trained and experienced to undertake this task.
 - The Carmelite Order's recruitment procedures are transparent, adhere to best practice and comply with the rules of natural justice, appropriate record-keeping and human resource management.
 - The Carmelite Order is committed to the policy of inclusion and equality.
- 

Recruitment of Candidates for the Order

The process which leads to candidates joining the Order is one of spiritual discernment and experience. This process is directed by those appointed by the Provincial and Council. However, each Carmelite has a role to play in being welcoming, encouraging and assisting the formators as appropriate. This process should be in keeping with the guidance of the *Carmelite Constitutions* and the *Ratio Institutionis Vitae Carmelitanæ*. As part of a successful application to join the Order the following steps must be completed:

- Ensuring the candidate is inducted in the Order's *Child Safeguarding Statement* and child safeguarding policies and procedures, and agrees to abide by them in signing an agreement form. (pg. 73).
- Requiring the candidate to sign a declaration form stating that there is no reason why he would be considered unsuitable to work with children (pg. 69).
- Requiring the candidate to undergo relevant Garda vetting in accordance with the Carmelite Vetting policy (See Garda Vetting Policy, pg. 18).
- Ensuring the candidate agrees to work within the Carmelite Order's code of behaviour (pg. 75).
- Ensuring that the candidate attends training in child safeguarding, in line with the Order's policy. All friars must go through a formation programme which includes training in child safeguarding.

All visiting priests to Carmelite communities and churches must follow the procedures for visiting clergy and make contact personnel in the Safeguarding Office to ensure that safeguarding requirements are being met (See Visiting Priests Protocol, pg. 17).



Recruitment Procedures for Staff

The following procedures apply for the appointment of all paid staff. It should be noted that these procedures do not affect the applicant's rights under the relevant employment legislation.

Before the interview

- The person conducting the recruitment must use the recruitment and selection checklist (pg. 79) to ensure that effective practices are followed.
- The applicant must complete an application form (pg. 65), including reference requests.

The interview

- Applicants must be interviewed. This interview will discuss their application form, advise applicants of their responsibilities towards children and assess their suitability, including an awareness of child safeguarding practices.
- Interview boards will be comprised of experienced and qualified personnel with a proven ability to explore the information that the candidate has included on their application form.

Following the interview

- All paperwork associated with the application process should be kept in accordance with record storage policy. All references, reports and communications in respect of the applicant should be in writing, and access to them will only be available to appropriate personnel within the Order.
- Applicants will be advised that their application and the follow-up process of recruitment will be dealt with in the strictest confidence.
- The successful applicant will be offered a position subject to:
 - Suitable references (pg. 67); a minimum of two references from recent employers are required. The references must not be from family members and must be verbally verified.
 - Signing a declaration form (pg. 69).
 - Proof of qualifications, where applicable.
 - Suitable Garda vetting (See Garda Vetting Policy, pg. 18).
 - Proof of identification.

On appointment

- Ensure that the new employee(s) is inducted in the Carmelite *Child Safeguarding Statement*, policies and procedures and that they agree to follow these by signing an agreement form (pg. 73).
- Ensure that the new employee(s) agrees to abide by the Carmelite's code of behaviour (pg. 75).
- Ensure that the new employee(s) agrees to report all safeguarding concerns to the DLP in the Safeguarding Office.
- Appropriate probationary periods must be served.
- Ensure that professional support, supervision and appraisals are offered to church personnel.
- Provide ongoing training to church personnel, in particular, child safeguarding training in accordance with the Carmelite Order's training strategy and training needs analysis.



Recruitment Procedures for Volunteers

As Carmelites, we acknowledge that it would not be possible to carry out our varied ministries without the generous support of many people. Volunteers assist us greatly by giving freely of their time and skills. It is important, therefore, that we show them due respect and courtesy. At the same time, it is necessary that we have procedures in place which guarantee a safe environment for all.

Therefore, reasonable steps must be taken so that all volunteers who work with and/or come in contact with children are appropriately recruited by the Order to do so. This includes conducting the following procedures for all volunteers:

- If relevant, Garda Vetting (See Garda Vetting Policy, pg. 18).
- The volunteer should complete the adult volunteer application form (pg. 71), which includes a declaration stating that there is no reason why he/she would be considered unsuitable to work with children. The volunteer will also be asked to provide two references from people not related to them.

Once appointed the following elements are essential:

- Ensuring the volunteer is inducted in the Order's *Child Safeguarding Statement* and child safeguarding procedures and that they agree to follow these by signing an induction agreement form (pg. 73).
- Ensuring the volunteer agrees to abide by the Order's code of behaviour (pg. 75).
- Ensuring the volunteer agrees to report all safeguarding concerns to the DLP in the Safeguarding Office.



Procedures to be followed by visiting Carmelites priests from outside Ireland who wish to minister

The Prior Provincial has a responsibility to put measures in place to ensure the safety and welfare of children. Therefore, any Carmelite priest coming to Ireland to perform public ministry in a Carmelite community is required by civil and church law to provide the following documentation to the Carmelite Provincial Office:

1. All visiting priests must write seeking permission from the Provincial, giving details about the duration of the visit and the form and location of ministry being considered.
2. This request will be acknowledged, and the visiting priest will be required:
 - to produce his celebret or confirmation of good standing, signed by his Provincial/Ordinary.
 - to complete the self-declaration form of good standing.
 - to complete Garda Vetting.
3. If the Provincial is satisfied that there are no concerns about the visiting priest, a letter of permission will be given in writing outlining the specified ministry, including its duration and location.
4. A copy of this letter of permission will be given to the prior of the place of ministry and a copy will also be stored securely in the Safeguarding Office.

Non-ordained Carmelites who wish to minister are also subject to Carmelite safeguarding procedures as outlined above.

Best practice guidance for visiting Non-Carmelite priests ministering in a Carmelite church:

- Visiting priests should contact the local Carmelite Prior/Provincial to seek permission to minister.
- The visiting priest must sign the sacristy register confirming that they have celebrated/concelebrated on a given day.
- A request will be made to see the visiting priest's celebret, which is recorded in the sacristy register.
- If the visiting priest is going to be involved in particular ministry with children, then he will be subject to Carmelite safeguarding procedures.

Carmelite priests planning to minister in a diocesan parish, external to a Carmelite community for more than three consecutive days, should contact the respective local Diocese to clarify the safeguarding requirements.





Garda Vetting

The National Vetting Bureau (Children and Vulnerable Persons) Acts 2012-2016 sets down a statutory basis for the vetting of persons carrying out ‘relevant work’ with children or vulnerable persons. This means that it is against the law for someone to commence ‘relevant work’ with children or vulnerable persons without first being vetted. The Act defines relevant work or activities as “any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of the person having access to, or contact with, children or vulnerable persons”.

The *Carmelite Garda Vetting Policy* outlines the Order’s procedures that will be followed so as to comply with their legal obligations. A thorough recruitment and selection procedure must be followed prior to appointing someone to work with children or vulnerable persons. Garda Vetting is one element of this recruitment process.

Who must be Vetted?

The *Carmelite Order Garda Vetting Role Matrix* provides information on who should be vetted. However, the following are the general principles:

- All members of the Order in public ministry.
- All visiting priests.
- All staff and volunteers conducting ‘relevant work’ as defined in the Act.

Re-vetting takes place every 3 years.

What is the Vetting Process?

Step 1: Applicant completes vetting Invitation Form (NVB1) and provides proof of ID, which can be confirmed locally.

Step 2: NVB1 and copies of ID sent to nominated liaison person in the Safeguarding Office, who submits details on the Garda Vetting system.

Step 3: National Vetting Bureau (NVB) sends applicant an online link to complete application (NVB2). **Note:** Link is only live for 30 days.

Step 4: NVB will issue disclosure to the Nominated Liaison Person in the Safeguarding Office. Applicant will be advised by NVB that disclosure has been issued.

Who receives the disclosure from the NVB?

The disclosure is issued to the Nominated Liaison Person for the Carmelite Order. If you have any queries or would like to request vetting for workers or volunteers, please contact the Safeguarding Office directly. For further information see the *Garda Vetting Policy* and the *Garda Vetting Disclosure Policy*.

What is disclosed by the NVB?

A vetting disclosure will include a statement that there is:

a) No criminal record or specified information in relation to the person being vetted.

OR

b) Details of all convictions, pending prosecutions and/or specified information.

What happens next?

The Carmelite Order is committed to fairness and creating equal opportunities for people. Therefore, a disclosure of a conviction, pending prosecution and/or specified information will not automatically exclude someone from a position. The *Garda Vetting Disclosure Policy* will be followed to ensure transparency, equality and fairness when considering information that may be disclosed during the vetting process.

How is this information stored and who has access to it?

The NVB1 form, copies of applicant's ID, and NVB disclosure will be kept on file, and held securely in the Safeguarding Office. If the disclosure reveals something of concern, information related to the decision-making process may also be retained. Where an agreement exists with a Bishop in a Diocese, a vetting disclosure may be shared for the purposes of members who provide supply. If it is deemed necessary to share vetting disclosures with personnel outside the Carmelite Order, consent of the vetting applicant will always be sought.



Induction Training, Support and Supervision

Induction Training

All church personnel should undertake an induction process as soon as they start work with the Order. The local prior should ensure that new church personnel receive induction training, either from the prior himself or from a suitable representative. A core component of this must include child safeguarding. The induction process must cover:

- The requirement for all church personnel to attend role-specific training in child safeguarding.
- How church personnel access support in relation to their role.
- The Carmelite *Child Safeguarding Statement* (CSS) and safeguarding procedures. All new church personnel will be asked to sign an agreement form to confirm this (pg. 73).
- The name and contact details of the Designated Liaison Person in the Safeguarding Office.

Support and Supervision

All church personnel should have support and supervision available to them. This can come in many forms: pre-arranged one to one meetings, informal meetings/supervision, external supervision, counselling, peer support, team meetings, etc. It is the responsibility of line managers to ensure that the necessary support and supervision structures are in place and accessible to all church personnel. The nature of the support provided will depend on the needs expressed and/or identified.

Managers need to put arrangements in place to discuss regularly a person's work, review their roles and responsibilities, tasks completed and planned, consider the individual's actions, behaviours and feelings about their work, discuss the line manager's reactions, comments and challenges, explore personal and professional targets and provide support if any difficulties arise.

Recognising that dealing with safeguarding concerns can have an emotional impact, it is important, therefore, that members of church personnel who have responsibility for safeguarding children are given the opportunity to attend regular supervision sessions with an appropriate person. These supervision/support sessions should provide the person with the opportunity to share their experience, express their feelings and the impact that a situation/concern has on them, and receive support in relation to it. An agreed record of meetings should be maintained.

Designated Liaison Person (DLP) support

All church personnel who may have to respond to child safeguarding concerns require additional support and guidance. Specific child safeguarding support and advice can be accessed from the DLP in the Safeguarding Office. The DLP will:

- Provide information and support in relation to concerns.
- Advise and reassure personnel on the correct action to take.
- Provide clarity on child safeguarding roles and responsibilities.
- Provide advice and guidance on the reporting procedures.
- Ensure reporting procedures are followed.
- Provide assistance to personnel on their ongoing interactions with complainants and respondents, as appropriate.



Child Safeguarding Training

The Carmelite Order has a training strategy (3-5 year) in place to guarantee and promote the welfare of children through the provision of safeguarding training. The Carmelite safeguarding personnel have the responsibility, on behalf of the Provincial, to implement the training strategy and ensure that all church personnel have the appropriate skills, knowledge and values to safeguard children, protect them from harm and promote their welfare.

The level and type of training required by individuals will depend on the nature and extent of the work they undertake with children and families, and any specific child safeguarding roles and responsibilities they may have. The following are the Carmelite Order's safeguarding training requirements, which are in line with the requirements laid down by the National Board for Safeguarding Children in the Catholic Church in Ireland (NBSCCCI):

- All members of the Carmelite Order are required to attend a full day safeguarding training event initially, and a refresher training session every three years thereafter.
- All staff and volunteers working with the Carmelite Order and with children/young people are required to attend a full day safeguarding training event, and a refresher training session every three years thereafter.
- All staff and volunteers working with the Carmelite Order with indirect/limited contact with children/young people must attend an information session every 3 years.
- Any personnel with a key position of responsibility for child safeguarding (for example DLP, advisor, support person, child safeguarding committee member, advisory panel member, local safeguarding representative) must attend a full-day training programme initially, and a refresher training session every three years thereafter.
- Mandated persons must attend the mandated persons session every 3 years (this content can be delivered as part of the full day, refresher or mandated persons training).
- Young people/students going on pilgrimage as helpers must attend a child safeguarding workshop/information session (this will also include content on safeguarding vulnerable adults and taking care of themselves).

- All youth leaders must attend an annual child safeguarding information session (this will also include content on safeguarding vulnerable adults).
- All Lourdes Pilgrimage adult volunteers must attend the new child safeguarding information session that also includes content on safeguarding vulnerable adults, and repeat this every three years.
- All other church personnel must attend an information session every 3 years.

If there is a time delay in accessing child safeguarding training for new church personnel, they will be requested to complete the Tusla e-learning programme, *An Introduction to Children First*, and provide the certificate as evidence of completing the training.

Record Keeping

It is the responsibility of trainers to maintain an attendance record and ask participants to complete evaluation sheets at every training event. These documents will be stored in the Safeguarding Office, and will form part of the evaluation and quality assurance process.

Training Needs Analysis

A training needs analysis is conducted on an annual basis and outlines role specific safeguarding training for church personnel within the Carmelite Order. The Carmelite Safeguarding Committee has a role to oversee the provision of the training in line with the training needs analysis.

Protected Disclosures Policy (Whistleblowing Policy)

Whistleblowing is a term used to describe the action of someone who reveals/discloses wrongdoing within an organisation to the public or to those in positions of authority. All church personnel within the Carmelite Order must acknowledge their individual responsibility to bring matters of concern to the attention of their manager/prior. The purpose of this policy is to support those who have concerns for the welfare and safety of children or vulnerable adults to express their concerns without the fear that they will be victimised or harassed for doing so.

Church personnel can report their concerns to the parish priest, local prior, the Prior Provincial, bishop, manager or the DLP. Although this can be difficult to do, it is particularly important where the welfare of children or vulnerable adults may be at risk.

They may be the first to recognise that something is wrong but may not feel able to express their concerns, due to loyalty to colleagues or fear harassment or victimisation. These feelings, however natural, must never result in a child or vulnerable adult continuing to be unnecessarily at risk. Remember, it is often the most vulnerable children or vulnerable adults who are targeted. These individuals need an advocate to safeguard their welfare.

Reasons for whistle-blowing:

- Each individual has a responsibility to raise concerns about unacceptable practice or behaviour.
- To prevent the problem worsening or widening.
- To protect or reduce risks to others.
- To prevent themselves from becoming implicated.

What stops people from whistle-blowing?

- Fear of starting a chain of events that spirals out of control.
- Disrupting the work or project.
- Fear of getting it wrong.
- Fear of repercussions or damaging careers.
- Fear of not being believed.

Legal Basis

In the Republic of Ireland the relevant legislation is the Protected Disclosures Act 2014, a guide to which can be accessed electronically at

www.raiseaconcern.com/legislation/raiseaconcern-easy-guide-to-pdpla#accept

This legislation provides legal safeguards to employees of church bodies, as well as to agency workers in certain circumstances; to contractors and consultants contracted by the church body; and to trainees, temporary workers and those on work experience with the church body to report illegal practices or other specified wrongdoings such as abuse. **It does not apply to volunteers.** The safeguards apply where the disclosure is made in good faith and on reasonable grounds and related to any conduct or action which raises a significant danger to public health or safety.

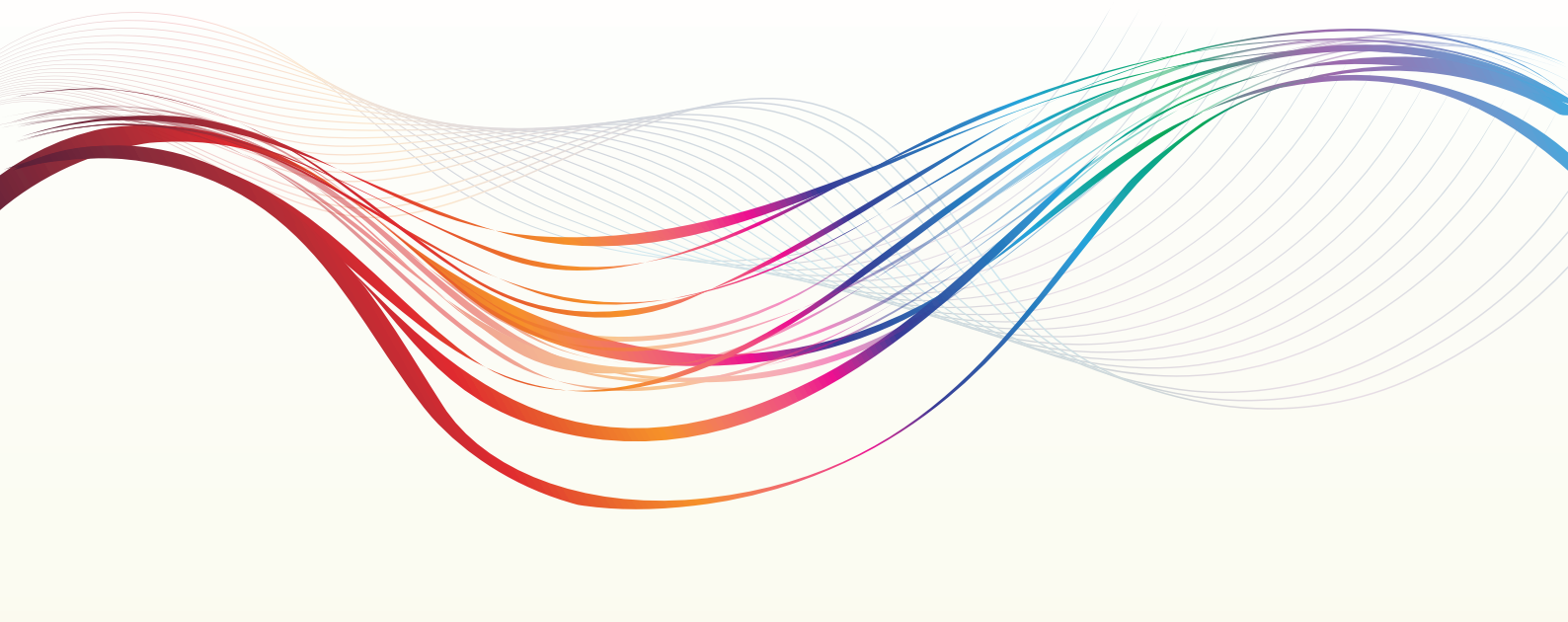
The Carmelite Order is committed to ensuring that any person who raises a concern for the safety or welfare of a person will not be victimised, harassed or in any way disadvantaged, provided that the person has reasonable grounds for the concern. Any person who is concerned about poor or inappropriate practice or behaviour in a parish or community should discuss this with their manager, the local prior or the DLP.



Organising Events/Activities with Children

The Carmelite Order is committed to child centred practice, that is, a way of working that puts the best interests of the child at the core. It emphasises and supports the concept that the best interests of the child are of paramount importance.

This is done by:

- Creating a child-friendly environment.
 - Valuing children and demonstrating respect for them.
 - Listening to them and taking their views seriously.
 - Involving them in decision making, in a manner appropriate to their age and stage of development.
 - Obtaining their consent to be involved in activities and to be photographed/videoed and/or the use of these images.
 - Consulting and listening to children about the activities/services/programmes with which they will be involved.
 - Seeking children's feedback or evaluation of a service.
 - Having child-friendly methods in place to support implementation of safeguarding policies and procedures with children.
- 

Establishing a Safe Environment

Before we engage in any activity with children, it is important that we have done all that is possible to create safe environments in which children can participate, develop and reach their potential. All activities must be planned and suited to the needs, wishes and age profile of the group. We should strive to be child centred in our attitudes, practice and behaviour. The procedures contained in this document must be implemented and adhered to by all involved in the activity. In addition, there will be specific practices that must be undertaken locally for each activity. These include:

- **Completing a local child safeguarding risk assessment** and any identified additional risks and associated procedures which form part of the overarching *Carmelite Child Safeguarding Statement* (See pg. 11).
- **Completing a hazard assessment:** This assists with managing both health and safety issues, and the general welfare of children and young people. This should question if activities undertaken are suitable to the age, ability and experience of the participants; equipment and facilities are appropriate and meet quality standards; activities are risk assessed and appropriate responses to manage these risks are implemented; protective equipment is used where necessary; systems are in place to record injuries/accidents; buildings being used are safe; there is sufficient heating and ventilation; toilets and washing facilities are up to standard; fire precautions are in place; First equipment is available; insurance cover is adequate, etc. (pg. 81).
- **Completing child & parental/guardian joint consent forms:** The consent of parents/guardians should always be sought prior to engaging children in any activity. Consent from the children is also necessary to confirm that they wish to participate in the activity. The joint consent form is part of the registration system for each child and also provides a record of contact details for child and parents/guardians, emergency contact details, medical needs and consent to take and use photographs and videos (pg. 83).
- **Sign-in register of attendance at the activity:** A minimum of two officially appointed leaders should be responsible for each activity involving children. All church personnel/leaders working directly with children must have attended a full day child safeguarding training session provided by NBSCCCI registered trainers. The officially appointed leaders must sign an attendance sheet and put their initials under each date to confirm that the children and adults marked were in attendance, as indicated by the 'time in' and 'time out' for each date (pg. 87).
- **Code of Behaviour:** Consider whether the generic Carmelite code of behaviour for adults (See pg. 95) is sufficient for the specific activity taking place and consider whether additional guidance on adults' interaction with children needs to be developed in light of the activity. For example, if a residential trip is planned, there will need to be more specific guidance regarding the adults' interaction with children, particularly in relation to sleeping and changing areas.
- **Record Keeping:** Having systems in place to maintain good record keeping and the storage of same.



Code of Behaviour for Adults

A code of behaviour is a clear and concise guide to what is and is not acceptable behaviour and practice when working with children. It is an essential part of the safeguarding procedures of any church body that has ministry with children. Adults working with children have a duty of care to children.

It is very important that all friars, staff and volunteers working in the Carmelite Order are clear about what is and is not acceptable behaviour when working with children. They must sign a code of behaviour to indicate that they have read the code and agree to follow.

A code of behaviour should contain:

- Positive statements indicating what sorts of behaviours are appropriate, for example, listening.
- Prohibitions indicating behaviours that are never acceptable, for example, hitting a child.
- Good practice guidelines that indicate what is generally acceptable or unacceptable, but that also allow for exceptions, for example, in a medical emergency; taking a child in your car without a second member of staff/adult if there is no one else around.

Note: Where it becomes necessary to depart from the code of behaviour, the reasons for doing so should be carefully recorded, and steps should be taken to avoid the recurrence of such a situation in the future.

Breaches of Codes of Behaviour

All church personnel must report all breaches of the code of behaviour to the prior/manager or Designated Liaison Person (DLP) in the Safeguarding Office. Priors/managers must listen and respond to reports of breaches in the code. Clearly identified boundaries regarding acceptable and unacceptable practice enables priors/managers to address issues of poor practice. If a breach in the code of behaviour gives rise to a child safeguarding concern, this must be reported to the DLP.

Code of Behaviour for adults working with children

It is important for all personnel to:

- Treat all children with respect and dignity.
- Treat all children equally.
- Model positive, appropriate behaviour to all children with whom you will come into contact.
- Be aware of the *Child Safeguarding Statement* and child safeguarding policies and procedures of the Carmelite Order.
- Challenge and report abusive and potentially abusive behaviour.
- Develop a culture of openness, honesty and safety.
- Develop a culture where children have permission to tell and to talk about any concerns or worries that they may have.
- Respect each child's boundaries and support them to develop their own understanding and sense of their rights.
- Be aware of their responsibility for the safety of all children in their care.
- Work in open environments.
- Help children to know what to do if they have a problem.

Adults must:

- Treat children in a manner that fully respects their dignity and rights.
- Display an example of good conduct at all times.
- Respect each child's boundaries, avoiding unnecessary physical contact.
- Help children develop an awareness and understanding of their own right to protection and a respect for the rights of others.
- Encourage positive behaviour in children.
- Avoid spending time alone with a child. Should circumstances arise where this is unavoidable, inform another responsible adult and keep a note of what took place and why.
- Provide children with information on how and from whom they can seek help if they have a concern.
- Be visible to others if working alone with a child.
- Challenge and report behaviour that is abusive or potentially abusive.
- Report colleagues who breach the code of behaviour.
- Develop a culture where children are encouraged to talk openly about their contacts with staff and others.
- Avoid permitting children to work and/or remain on Carmelite property unless there are at least two adults present.
- Abide by the Guidelines for the Safe Use of Technology, Internet and Social Media (see pg. 34).

Adults must never:

- Hit or otherwise physically assault or abuse children.
- Develop sexual relationships with children.
- Develop relationships with children and that could in any way be deemed exploitative or abusive.
- Act in any way that may be abusive or may place a child at risk of abuse.
- Use language, make suggestions or offer advice that is inappropriate, offensive or abusive.
- Do things for a child of a personal nature that they can do themselves.
- Watch or supervise a child undressing, or assist a child undressing, for example, in swimming pools or on international pilgrimages, such as Lourdes baths.
- Condone or participate in behaviour that is illegal, unsafe or abusive.
- Act in any way that is intended to intimidate shame, humiliate, belittle or degrade.
- Engage in discriminatory behaviour or language in relation to race, culture, age, gender, disability, religion, sexual orientation or political views.
- Consume alcohol, tobacco or illegal drugs while having responsibility for or in the presence of children.
- Be under the influence of alcohol or drugs while having responsibility for or in the presence of children.
- Offer alcohol, tobacco or non-prescriptive drugs to minors.
- Take children away and/or to your own home/room, especially where they will be alone with you.

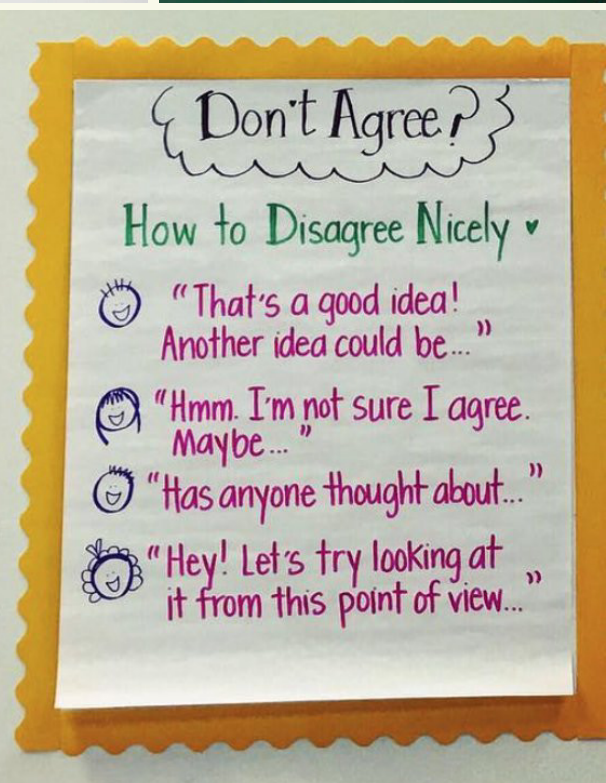
See pg. 95 for the full content of the code of behaviour, including supervision ratios, one-to-one work and guidance on boundary violations.

Code of Behaviour for Children

Children should be involved in drawing up a code of behaviour for themselves. However, it is important, in working with children, that an appropriate adult with relevant skills and competence participates to support them in developing the code of behaviour.

The methods used in creating a code of behaviour should be age and ability appropriate, with children being encouraged to avoid merely drawing up a list of prohibitions. Instead, the code should be comprised of positive statements about respect and should consider what consequences ensue if the code is broken.

If a particular activity involves the use of the internet, social media, taking photographs/videos, specific guidelines will need to be developed by the group. Also, if difficulties arise in relation to the children/young people's use of social media or the internet within a group, this will need to be addressed by group leaders and specific guidance drawn up to address the issues.



In developing the code, consideration should be given to the following:

- Treating everyone with respect.
- Treating property with respect.
- Not consuming alcohol, tobacco or illegal drugs.
- Acting as a good role model.
- Attending activities on time.
- Signing in and out.
- Use of mobile phones.
- Telling someone you trust if you feel uncomfortable with any situation or individual.
- Never bullying anyone or sending threatening messages.
- Agreeing not to bring any physical item into the church activity that may cause offence or harm to others.
- Use of social media and the internet.

Children should also be involved in drawing up the sanctions for breaches of their code of behaviour. These can include:

- Time out of group activity.
- A child being asked to apologise for their behaviour.
- Informing the parent of the child.
- Asking the parent/guardian of the child to participate in group activities for a period of time.
- Group leaders monitoring and reviewing behaviour and providing support to the child.
- In serious cases, a child may be suspended or expelled from the group.

Discipline and sanctions when dealing with challenging behaviour:

As far as possible,

- Disciplining of children should be in the form of positive reinforcement.
- Rules about discipline and sanctions should be agreed as part of the code of behaviour and accepted by all workers and children as a condition of becoming involved.
- The anti-bullying protocol should be communicated to all personnel and implemented by everyone.

Sanctions should be implemented consistently, fairly and firmly and not used as a threat. Children should be helped to understand why sanctions are being imposed. When a sanction has been imposed, it is important that a child is able to feel that she/he is still valued.

Sometimes, children can be disruptive and their behaviour can be challenging. Such behaviour can put at risk the safety of the child, himself or herself, as well as that of other children and/or of workers. Workers need to be trained and prepared for coping with disruptive behaviour.

When dealing with an incident involving challenging behaviour:

- It is recommended that more than one worker is present when challenging behaviour is being dealt with.
- A record is kept, signed and dated in an incident book, describing what happened, the circumstances, who were involved, any injury to a person or damage to property arising from the incident and how the situation was resolved.
- The incident must be communicated to parents.



Taking children/young people on trips away

Trips away that involve children can be an extremely rewarding and fulfilling experience for all involved. To safeguard all concerned requires careful planning and consideration.

Planning Trips Away

You must:

- Identify the aim and outcomes of the programme.
- Carry out a hazard assessment (pg. 81).
- Recruit and select church personnel using safe practice guidelines, including vetting (pg. 79).
- Select a key staff member who has overall responsibility for the trip.
- Nominate a staff member/volunteer who is responsible for First Aid and appropriately trained.
- Check the First Aid kit is fully stocked.
- Ensure adequate and gender-based supervision in line with the Carmelite safeguarding policies and procedures.
- Appoint a contact person (at home) who has access to all information and contact details.
- Check insurance to ensure that there is adequate coverage for all the planned activities.
- Check that the transport has appropriate insurance, qualified drivers and seatbelts.
- Carry out an equipment safety check.
- Make provision for returning home early if required.
- Allocate a budget and contingency fund.
- Obtain from parents/carers and guardians any information which may be relevant to a child staying away from home overnight, for example, information concerning allergies, medical problems or special needs.

- Check out the locations and accommodation of the trip away to ensure they have:
 - Appropriate safeguarding policy, practices and procedures in place.
 - Insurance cover.
 - Appropriately trained and qualified staff.
 - Appropriate supervision and security protocols.
 - Appropriate changing and sleeping areas for boys and girls, if required.
 - Disability access, if required.
 - If staying overnight, have checked 24/7 access to centre staff, appropriate sleeping arrangements for children, that is separate provision for boys and girls, and separate provision for leaders (within close proximity of children).

Children/young people must:

- Be involved as much as possible in the planning of the trip
- Have read and signed to agree to abide by the Carmelite code of behaviour for children.
- Have been adequately prepared for the trip and provided with relevant information including schedules, activities, clothing, expectations, codes of behaviour, supports available, etc.
- Have agreed on boundaries around unstructured time.
- Have been provided with contact details for leaders.
- Give consent to the trip away.
- Give consent to be Garda Vetted (for all 16-18 year olds).

Parents/guardians must:

- Have met with leaders and been informed of the programme, cost, schedules, activities, transport arrangements, clothing, expectations, codes of behaviour, supports available, etc.
- Be made aware of the Carmelite *Child Safeguarding Statement*, policies and procedures.
- Give written consent to their child participating on the trip (pg. 83).
- Have provided contact, medical details including allergies, illnesses, medications and dietary requirements, etc.
- Give consent for their child to be Garda Vetted (for 16-18 year olds).
- Be provided with contact details of the leaders and centre/accommodation being used for duration of trip.

Church personnel (including adult volunteers for the Lourdes Pilgrimage) must:

- Have been appropriately trained and prepared for the trip. They must be clear on the appropriate boundaries when working with children and how to respond and report a child safeguarding concern.
- Give consent to be Garda Vetted.
- Have been inducted in the Carmelite *Child Safeguarding Statement*, policies and procedures.
- Have read and signed to agree to abide by the Carmelite code of behaviour.
- If relevant, have attended Safeguarding Vulnerable Adult training and be familiar with the Carmelite Safeguarding Vulnerable Adult policy.
- Have been assigned responsibilities and scheduled for breaks.
- Have been made aware of how to respond to and who to contact in an emergency.
- Work with children to review and evaluate the success of the activity.

Anti-Bullying Policy

We recognise the devastating effects and long-term damage that bullying can have on children and we hope to create safe 'bullying-free' environments for children.

What is bullying?

- Bullying is intentional, repeated and aggressive physical, verbal or psychological behaviour directed by an individual or group against an other or others.
- Bullying can occur at any age, in any environment, and can be long or short term.
- Any child can be a victim of bullying.
- Bullying can be perpetrated by adults towards children, as well as children towards their peer group.
- Isolated incidents of aggressive behaviour, which should not be condoned, may not be described as bullying. However, when the aggressive behaviour is systematic and ongoing it is bullying.
- Bullying results in pain and distress to the victim.
- With developments in modern technology, children can also be victims of non-contact bullying, via mobile phones, the internet and other personal devices.

Bullying can take many forms, such as:

- **Emotional/psychological:** including tormenting, excluding, extorting, intimidating, etc.
- **Physical:** including pushing, kicking, hitting, punching, intimidating, damaging/stealing property, or any use of violence, etc.
- **Racist:** including racial taunts, insults about colour, nationality, social class, religious beliefs, ethnic or Traveller background, or use of graffiti or gestures.
- **Sexual:** including unwanted physical harassment or contact, or sexually abusive comments. This may constitute actual sexual abuse, which should be reported.
- **Homophobic:** including taunting a person of a different sexual orientation.
- **Verbal:** including name-calling, sarcasm, spreading rumours, teasing, etc.
- **Cyber:** including misuse/abuse of email, mobile phones, internet chat rooms, social media, text messaging, or camera and video facilities.
- **Subtle:** such as an unwelcome expression or gesture that is repeated and focused on an individual.

Cyberbullying

Cyberbullying is defined as *'any behaviour performed through electronic or digital media by individuals or groups that repeatedly communicates hostile or aggressive messages intended to inflict harm or discomfort on others'* (Tokunga, 2010, p. 278).

Cyberbullying differs from more traditional forms of bullying in a number of ways:

- The audience is now larger (for example, posting a humiliating photo/video can be viewed by a large audience).
- There are no time or location barriers; it can happen 24/7.
- The target's reaction is often not seen, leading to a reduction in feelings of empathy or guilt for the perpetrator.
- As identities online can be withheld and/or altered or protected, more opportunities are now available for perpetrators to be involved in this type of bullying.
- Cyberbullying has become prevalent as young people spend more time interacting and communicating online.

Prevention

To help prevent bullying, the following strategies are suggested:

- Engage children in discussions about what bullying is and why it cannot be tolerated.
- Encourage children to take responsibility and report any incidents of bullying to their leader/person in charge.
- Review this bullying guidance with children and parents involved in Carmelite activities.
- Seek to promote positive attitudes of social responsibility, tolerance and understanding among all personnel.

Procedures to deal with bullying:

- All incidents of bullying should be brought to the attention of the leader/person in charge.
- Encourage children to remove the cyberbully as a 'friend' online and block them from his/her phone.
- Report issues of cyberbullying to the website and/or mobile phone company as appropriate.
- All incidents will be recorded on incident report forms and kept on file.
- Leaders should report to and seek guidance/support from the priest/Carmelite personnel in charge.
- Parents/carers and/or guardians should be informed of any incidents of bullying and should meet with the leader/person in charge to discuss the problem.
- A record should also be kept of any incident of bullying.
- The bullying behaviour or threats of bullying must be investigated, and the bullying quickly stopped.

All parties involved should be supported and helped throughout the process. If necessary and appropriate, the Gardaí should be consulted.



Guidelines for Safe Use of Technology, Internet and Social Media

These guidelines on the safe use of technology, internet and social media apply to all church personnel. There may be occasions when more in-depth guidance needs to be developed to address a particular area of concern or a specific activity with children that involves internet/social media access.

Information Sharing and Consent

Parents/Guardians and children must be given adequate information on the use of IT equipment in order to give informed consent prior to engaging in any activity that involves the use of IT equipment, such as mobile phones, computers, taking photographs/videos, webcams.

Use of the Internet

The following are deemed unacceptable behaviours:

- Visiting internet sites that contain offensive, obscene, pornographic or illegal material.
- Using a computer to perpetrate any form of fraud or piracy.
- Using the internet or email systems to send offensive and harassing material to others.
- Using obscene or racist language in computer-assisted communications.
- Publishing defamatory or otherwise false material generated by oneself or by others through social networking
- Introducing any form of malicious software into the used network.
- Intentionally damaging any information communication technology equipment.
- Using another user's password or giving that password to a third party.

Use of social and digital media

All church personnel must observe appropriate professional boundaries in relation to the use of IT, mobile phones and social media.

Church personnel using social media must:

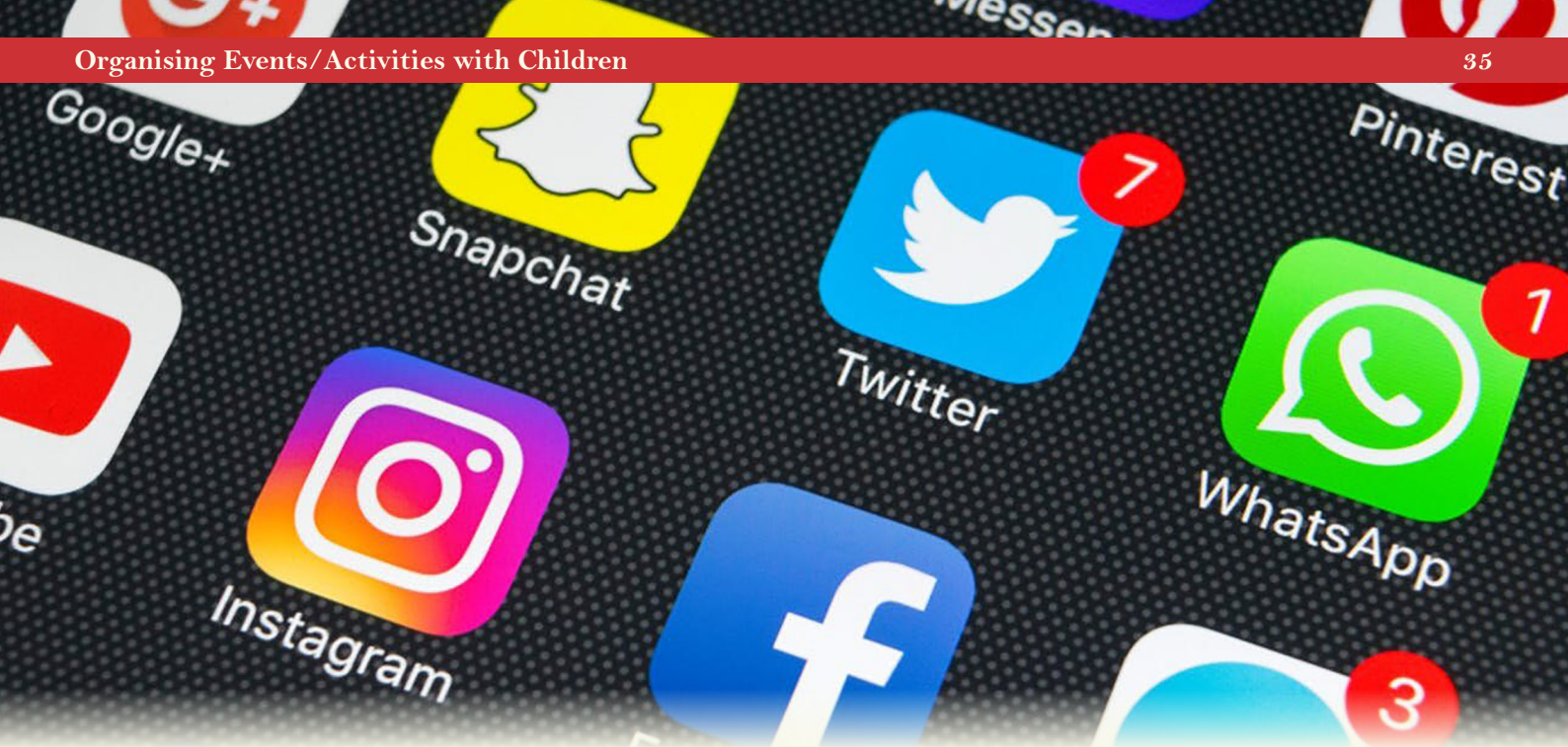
- Respect the privacy of others.
- Consider the implications of any posts.
- Report inappropriate material to An Garda Síochána.
- Have privacy settings on their personal social media accounts, so that children and young people cannot follow them and thus maintain healthy boundaries and privacy.

Church personnel must not:

- Gather or retain a child's mobile phone number or email address other than for purposes of the event or activity.
- Provide a young person with his or her own personal mobile phone number or email address.
- Access the internet with a child unless authorised to do so as part of their work.
- Befriend a young person on a social media website. This includes Facebook, Twitter, Snapchat, Instagram, YouTube (this list is not exhaustive).
- Take photographs of young people other than for purposes associated with the event or activity, and only then with their permission and that of their parent or guardian.

Use of Texting and Email

All communication and arrangements must be made directly with parents/guardians. It is permissible to send text or email messages to older adolescents (16 and 17 year olds), under certain



conditions (bulk messaging as outlined below). One-to-one texting or emailing is not allowed and should only occur in exceptional circumstances, for example, if a young person is lost. All individual contact made with a child must be followed up with a telephone call to the parent/guardian to make them aware of the situation and message content.

Using bulk (or bundled) text and email messaging

This is where the same text or email message is sent to several young people involved with a particular activity or group.

The following guidance must be followed to minimise risk:

1. Consent must be obtained from young people and their parents/guardians prior to sending young people text or email messages. Parents/guardians should be copied on texts and emails that are sent to their child.
2. The mobile phone numbers or email addresses for young people and their parents should be stored safely and securely, with access only available to the specific identified members of church personnel. The numbers and details must not be visible to other members of the group, must not be shared with anyone else and must only be used for the purposes of the text and email messaging system regarding the church activity.
3. All text and email messages must be sent via a bundle to a group of young people, that is, the same standard text message is sent to every member of the group.
4. The text or email messaging system must NEVER be used to send a text or email to an individual.
5. All text and email messages must make it clear to the young people receiving them who has sent the message.
6. Text or email messages must only be sent at appropriate times, that is during the day between 9am - 8pm.
7. Young people should not be given the opportunity to text or email back to the system. It should only be used as a one-way communication channel.
8. The text and email messages that are sent must never contain any offensive, abusive or inappropriate language.
9. All text and email messages sent should include a link to unsubscribe from receiving further text and email messages.

Use of Photography/Video

- The Carmelite Order has responsibility for taking and the use of photography/videos only if they plan to use the photographs/videos for church purposes.
- Photographs taken at events organised by family and schools such as First Communions, Weddings or Confirmations do not fall under the responsibility of the church, unless they are being taken for church purposes.
- If a Carmelite parish wishes to use a photograph from a Communion or Confirmation, consent will be sought from the parent/guardian and child, via the school.

Consent

When seeking consent for the taking and the use of images or videos for church purposes, the following should be considered:

- Children must only be photographed/videoed with the consent of those who hold parental responsibility, ie. a parent/guardian. This consent should be in writing using the appropriate consent form (pg. 85).
- Children and young people's consent should also be sought, giving due consideration to their age and stage of development.
- Written permission must also be sought from children, young people and their parents if photographs are to be published in any form.
- The issue of consent for photography/videoing for Carmelite purposes should be addressed with parents/guardians and children prior to the sacramental day, and the policy should be explained to all families who will be attending.
- If parents/guardians and parishioners are intending to photograph or video at an organised event, they should also be made aware of what is permitted and what is not. Children and families should be reminded about the rights to privacy and data protection of other children, their families and the wider community.
- Those organising a Carmelite event, and who are seeking consent to take and use photographs/videos, should be sensitive to the fact that many parents/guardians are reluctant to allow the general viewing of their children, or of children in their care, on sites such as YouTube, Facebook, etc.

How to minimise risks

- The permission of parents/guardians and children should always be sought to take and use an image of a child. This must be recorded on a joint consent form for the taking and use of images of children (pg. 83).
- The leaders of the activity should provide guidance on use of photography/videos.
- Images of children should never be taken that capture them in what are commonly understood as 'non-public' activities.
- Establish the type of images that appropriately represent the activity, and think carefully about any images showing children and young people on the church website or publication.
- Children should be fully and appropriately dressed and related images should always be about the activity and not focused on any individual child.
- The name of the child should not be used. Images should not allow the identification of a child through their whereabouts, for example, a school uniform that identifies the school.
- Particular caution must be exercised in relation to children in vulnerable circumstances for example, those in care or victims of any type of abuse.
- If using an external photographer/videographer ensure that they have been vetted, have identification, they do not have any unsupervised access to children or one-to-one photo sessions at events, and seek confirmation about any publications that will be made by them after the event.

Responding to concerns

Children and parents/guardians should be informed that if they have any concerns regarding inappropriate or intrusive photography, these should be reported to the DLP, the local prior or the Prior Provincial to ensure that these concerns are dealt with in the same way as any other child protection or child safeguarding issue.

Use of CCTV and Webcams

In relation to the use of webcams, web broadcasting and use of CCTV, the following guidance must be adhered to:

- Recording people via a web camera, and the subsequent displaying of such images over the internet, is regarded as the processing of personal data. It is imperative that it must be done with the knowledge and consent of the individual. Obligations under the Data Protection Act must be adhered to.
- Web cameras should only be switched on for the duration of Mass or other Liturgy and switched off at the end. There should be no live streaming of churches when there is no Mass or Liturgy taking place.
- Camera shots (images) of the congregation should be wide shots, minimising the possibility of easily identifying individuals with close-up images.
- Signs should be placed at all entrances to the church and in other prominent locations, informing those attending ceremonies or visiting the church that web cameras/CCTV are in operation.
- Parish workers and members of the clergy should sign forms consenting to their image being used for web broadcasting in the course of their regular duties. Copies of consent forms should be kept on parish records.
- If the Church activity being recorded involves children (for example, as altar servers, ministers of the Word, choirs, etc.) then their written consent and that of their parents/guardians is required (see pg. 85).
- Service providers should be able to give regular and accurate information regarding the number of people who actually log in online to view. This information is important for future planning and assessing the value of web broadcasting.
- It is imperative that live broadcasts can be terminated to stop transmission. This should be done by accessing the control panel of the system. If this is not accessible by the priest from the altar, someone should be delegated to break transmission if required.

Note: *This area continues to develop and change and, often, young people are going to be more advanced than adults. The Carmelite Order will make all efforts to ensure that this guidance is comprehensive and up to date, however given the evolving nature and extent of this area there are limitations as to what can be covered.*



NEXT LIVE SERVICE



09:55 - Mass

Guidance on Children with Additional Needs

Some children have additional needs that place additional responsibilities on those who care for and work with them. It is often the situational and environmental factors that disable the child, rather than the physical or intellectual difficulty the child experiences. Where possible, the environmental factors should be adapted to the child's needs. Prohibitive attitudes need to be addressed through education and information. In line with the UN Convention on the Rights of the Child, children with a disability have the same rights as any other child.

Points to consider when including a child with additional needs in your group:

- Work in partnership with the child, parents/carers and guardians and any professionals involved to establish how the child can be included.
- Make sure inclusion is possible before bringing the child into the group.
- Make reasonable adjustments.
- Be interested in the child and build a rapport with them.
- If the child has a communication impairment, acquiring some key skills in their communication method will be useful.
- Some specific training may be useful or required, for example, the autistic spectrum, epilepsy.
- Hazard assessments may be necessary to ensure the safety of some children with additional needs.
- Higher staff ratios may be required if the child has additional needs or behavioural problems.
- Intimate care issues: when introducing a child with additional needs into an activity, it is important to establish if they have intimate care needs, and who should provide or assist with this if it is necessary. It is important to remember that not every child with a disability has intimate care needs. Intimate care is, to some extent, individually defined and varies according to personal experience, cultural expectations and gender. It may be described as help with anything of a personal or private nature that the individual is unable to do themselves.
- Children with additional needs may be more likely than other children to be bullied or subjected to other forms of abuse, and they may also be less clear about physical and emotional boundaries.
- It is particularly important that children with additional needs are carefully listened to, in recognition of the fact that they may have difficulty expressing their concerns, so that the importance of what they say is not underestimated.
- Church personnel are not expected to be involved in the provision of intimate care of children/young people. This should be undertaken by suitably qualified people (See Intimate Care policy, pg. 39).



Intimate Care Policy for Children

If you are working directly with a child, it is important to establish if they have intimate care needs, and who should provide or assist with this if it is necessary. Intimate care is, to some extent, individually defined and varies according to personal experience, cultural expectations and gender. It may be described as help with anything of a personal or private nature that the individual is unable to do themselves.

It is particularly important that children with specific needs are carefully listened to, in recognition of the fact that they may have difficulty expressing their concerns, and so that the importance of what they say is not underestimated.

Generally, church personnel are not expected to be involved in the provision of intimate care to children. This should be undertaken by suitably qualified people. Most importantly, it should be agreed in advance with the child and their parents as to who will carry out intimate care and how it should be done. It may be necessary to have a written intimate care plan in place.

Guidelines to be borne in mind when providing intimate care include:

- The child's view should be ascertained.
- The parents/guardians should be consulted, and their consent sought.
- A rota of carers of the same sex as the child should be agreed.
- The sensitive nature of such tasks taken into consideration.
- The age, stage of development and ethnicity of the child will need to be considered.
- The need to treat every child with dignity and respect.
- The need to ensure an appropriate degree of privacy.
- The need to involve the child as much as possible in their own care.
- Trying to ensure consistency in who provides care.

If a child appears distressed or unhappy, this should be discussed with the child's parents/guardian and manager/Prior. Any concerns or allegations should be reported in accordance with the procedures outlined in the child safeguarding reporting procedure (see pg. 51).



Responding to Accidents/Incidents

If a child has an accident and injures himself/herself whilst attending a Carmelite run event, the following procedures should be followed:

1. Assess the injury and reassure the child. If the injury is severe or the child has lost consciousness, please contact the emergency services immediately by phoning 999 or 112. You can phone 112 from a mobile that has no credit or from a phone that has no SIM card. The 112 emergency number is a European emergency number and can be called from anywhere in Europe.
2. If the emergency services are to be called, contact with the child's parents/guardians must be made urgently. If the parents/guardians are not available, it may be necessary for a leader to travel with the child to the hospital. However, care needs to be taken that the adult is never to be on their own with the child.
3. If the injury is minor, local application of treatment should be available from the First Aid Box. Under no circumstances should any medication be administered to a child.
4. As soon as possible after the accident, write up a report using an accident/incident report (pg. 89). Once completed, this form should be stored in a safe place, in line with data protection, and treated as a confidential document.
5. Always inform parents/guardians of any accident that has occurred involving their child, regardless of how minor you consider it to be. It is good practice to give a copy of the accident/incident form to the parents/guardians.
6. Keep blank copies of the accident/incident form with the first aid box so that it can be easily completed in the event of an emergency.



Complaints Procedure

The Carmelite Order is committed to providing a high-quality service to all to whom we minister. When something goes wrong or if someone is unhappy about a service, the Order wants children, parents, external organisations or members of the public to tell us about it, as this will help us to improve our standards.

We hope that many issues can be resolved informally between the complainant and the church personnel involved. However, it is important to have a process to respond to complaints that cannot be resolved informally.

This complaints procedure is used to address complaints which may arise in response to:

- An alleged breach of the code of behaviour by church personnel.
- A particular practice issue.
- Perceived poor attitude of church personnel.
- A child feeling unhappy about an incident or an event.
- A parent/guardian feeling unhappy about an incident or event involving their child.
- Dissatisfaction in relation to an aspect of the service being provided.

Note: Complaints that relate to allegations or suspicions of child abuse will be addressed through the Carmelite child safeguarding reporting procedure (pg. 51).

Who can make a complaint?

The Carmelite Order is open to receiving complaints from:

- Parents/Guardians.
- Children.
- An external organisation involved in interagency working.
- Member of the public or other who may have a legitimate concern.
- Staff/volunteers.

Note: Church personnel should raise issues or complaints with the prior or, if appropriate, a manager, following the internal procedures and the Protected Disclosures Policy (pg. 23).

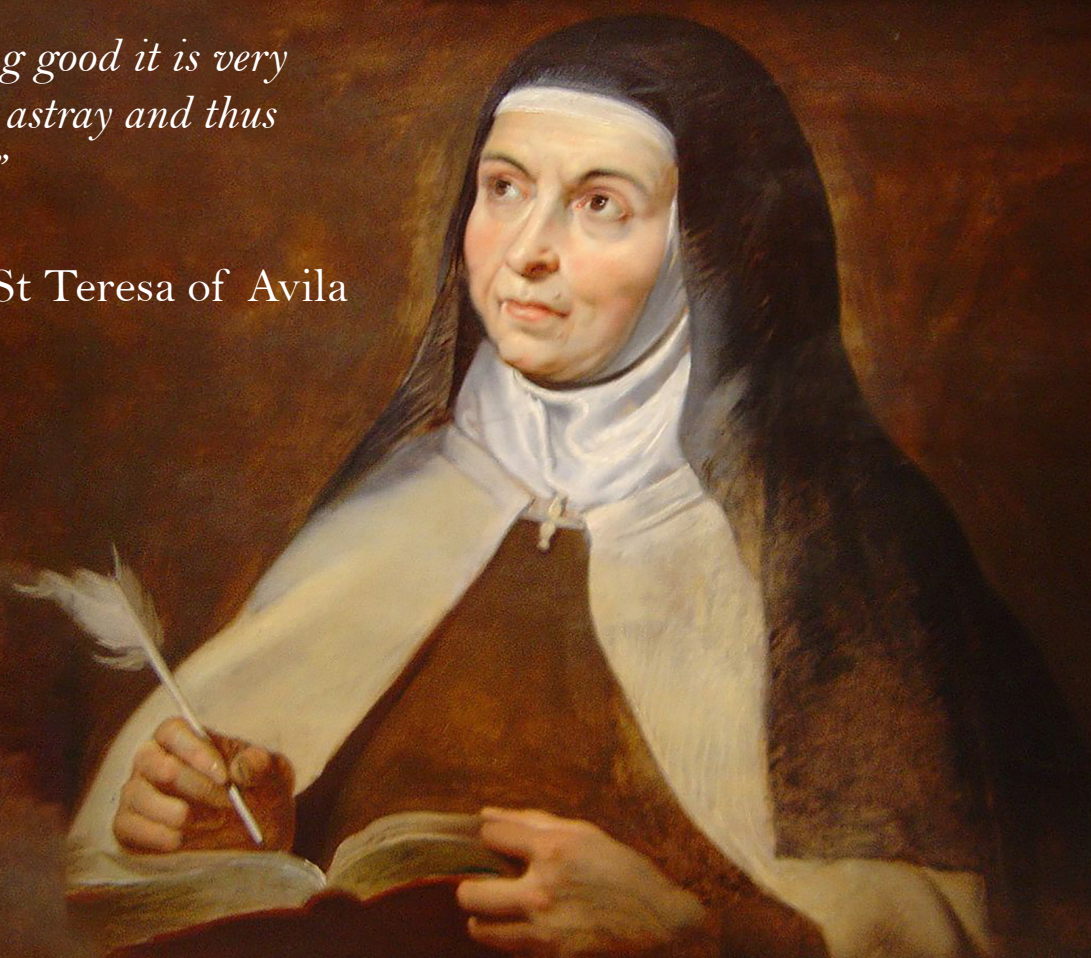
It is important that service users and church personnel are aware of the complaints procedure and how to access it. Church personnel have a responsibility to assist service users to access the complaints procedure.

- Complaints can be made verbally and in writing. The complaints form is available (pg. 91).
- The Order encourages adults making a complaint to address it initially at source, that is directly with the person with whom they have the complaint.
- If this is not possible the complaint should be made to the prior of the community.
- Children may make a complaint to any church personnel, who will either deal with it directly or pass it on to the appropriate person.
- All complaints will be taken seriously and dealt with fairly and confidentially.
- Efforts will be made to quickly and informally resolve complaints through discussions with the parents/guardians, children, church personnel, as appropriate.

- If this is not possible or someone remains dissatisfied a more formal process will be activated.
- The person making the complaint should complete the complaints form (pg. 91) and give it to the prior of the community or the Provincial.
- A letter acknowledging receipt of the complaint should be sent within seven days, enclosing a copy of the complaints procedure.
- All complaints must be thoroughly investigated. This will normally involve passing the complaint to the Provincial, who will review the matter and speak to the Carmelite friar or member of staff or volunteer who responded to the person making the complaint.
- The Provincial may organise a meeting to discuss, and hopefully, resolve the complaint. This communication may also take place by telephone if a meeting is not possible. They will do this within fourteen days of sending the acknowledgement letter to the complainant.
- Within seven days of the meeting or discussion, the Provincial will write to the complainant to confirm what took place and to set out any solutions that were agreed upon.
- If a meeting is not agreeable or possible, the Provincial will issue a detailed written reply to the complainant, setting out his suggestions for resolving the matter within twenty-one days of sending the acknowledgement letter to them.
- If the complainant is still not satisfied at this point, they should contact the Provincial again. At the conclusion of this step, the Provincial may decide to take further action on the complaint. If, however, the Provincial decides not to take further action, the process is completed. The Provincial should advise the complainant of their right to appeal the outcome. An appropriate independent person will be appointed to conduct the appeals process, which will be based on best practice in line with natural justice.
- All efforts will be made to resolve the complaint within eight weeks.
- All stages of the complaints procedures must be recorded in detail.

“To reach something good it is very useful to have gone astray and thus acquire experience.”

- St Teresa of Avila



Use of Carmelite Property by External Groups

It is a requirement that all external groups working with children in Carmelite owned churches and/or using facilities, for example, church halls/day centres, retreat or counselling centres owned by the Carmelite Order are insured and have a child safeguarding statement, policy and associated procedures in place.

The general principle is that the obligation to comply with requirements relating to insurance and child safeguarding rests with external groups using church property and not with the Carmelite Order.

1. The Carmelite Order has its own child safeguarding statement and procedures. Any group operating under the Carmelite Order will comply with these requirements.
2. It is the responsibility of all external groups, who run activities involving children, using Carmelite property to ensure that they comply with all applicable child safeguarding legislation and guidelines.
3. All external groups working with children and families must have their own child safeguarding policy and procedures in place. In addition, all organisations defined as 'relevant services' under the Children First Act 2015 must also have a child safeguarding statement. This is a legal requirement.
4. External groups are also responsible for liaising with the Compliance Unit in Tusla, to ensure that their child safeguarding statement meets the statutory requirements.
5. It is recommended that external groups working with vulnerable adults have a safeguarding vulnerable adult policy in place.
6. Carmelite personnel must not assist any external groups to develop a child safeguarding statement or child safeguarding policy and procedures, but can advise groups to access the Tusla website for advice and support.
7. All external groups must have the appropriate insurance for the activity they are running.
8. The Carmelite Order must have written confirmation (pg. 93) from all external groups working with children using Carmelite churches or property that they have the required statement, policy and procedures in place. It is not the role of the Carmelite Order to validate the adequacy of these statements, policies and procedures.
9. The Prior of the Carmelite Priory should receive confirmation in writing (pg. 93) from all external groups that they have appropriate insurance in place which includes the following:
 - Name of insurers.
 - Policy number.
 - Period of cover of the policy.
 - Limit of indemnity.
10. The Carmelite Order will not request sight of nor retain a copy of external groups' policies or procedures.

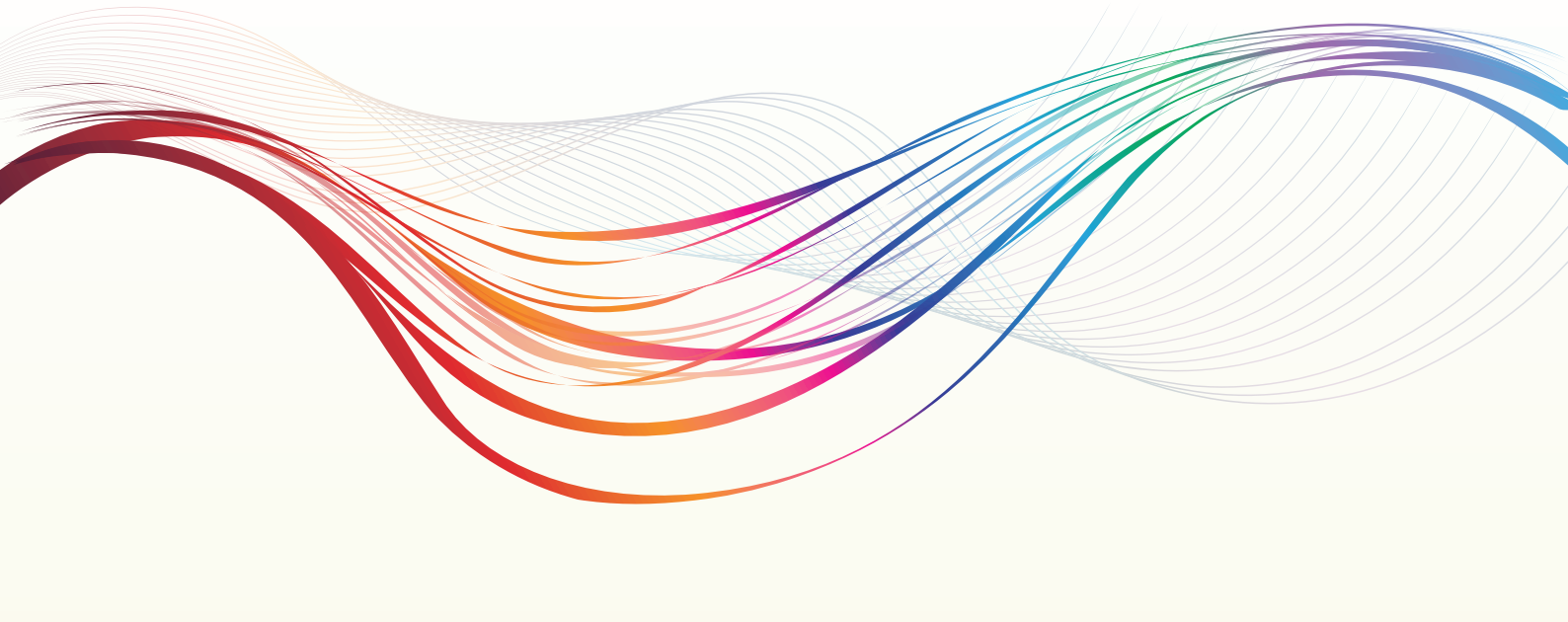
It is not the role of the Carmelite Order to validate the adequacy of this insurance policy.



Responding to Child Protection Concerns, Knowledge or Allegations

Children have a central place in the heart of the Christian community. They have a right to be listened to and heard. The paramount consideration in all matters relating to children is their safety and protection from all forms of abuse. To create and maintain a safe environment, the Carmelite Order is committed to responding effectively and ensuring all suspicions, concerns, knowledge or allegations of abuse are reported, both within the Order and to the statutory authorities.

All church personnel within the Carmelite Order must know how to **recognise, respond and report** child protection concerns, suspicions and allegations. These child protection procedures and child safeguarding training (Standard 5) are in place to inform and support church personnel of their responsibilities and to ensure that the welfare of the child is the paramount consideration.



The following guidance is taken from, and consistent with, *Children First National Guidance for the Protection and Welfare of Children 2017* and *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016*.

1) Roles and Responsibilities

It is the responsibility of **all church personnel** in the Carmelite Order to safeguard children and ensure that those who may need help and protection are not left at risk of abuse.

The **Designated Liaison Person (DLP)**, within the Carmelite Safeguarding Office, acts as a resource to any church personnel who has a child safeguarding concern. The DLP is responsible for ensuring that the reporting procedures are followed correctly and promptly. The DLP also act as a liaison person with statutory agencies.

Under Children First Act 2015 **mandated persons** have a statutory obligation to:

- 1) Report concerns which reach or exceed a legally defined threshold.
- 2) Cooperate with Tusla in the assessment of mandated reports (see pg. 54 for more information on making mandated reports).

Within the Carmelite Order, mandated persons include all members of the Order, the DLP, nursing staff and physiotherapists (refer to Schedule 2 of the Children First Act 2015, which lists persons classified as mandated persons).

2) Recognising Abuse

There are four categories of abuse: neglect, emotional, physical, and sexual abuse. A child may be subjected to one or more forms of abuse at any given time.

a) Neglect

Neglect occurs when a child does not receive adequate care or supervision to the extent that the child is harmed physically or developmentally. It is generally defined in terms of an omission of care, where a child's health, development or welfare is impaired by being deprived of food, clothing, warmth, hygiene, medical care, intellectual stimulation, or supervision and safety.

A reasonable concern for the child's welfare would exist when neglect becomes typical of the relationship between the child and the parent or carer. This may become apparent where you see the child over a period of time, or the effects of neglect may be obvious based on having seen the child once.

The following are features of child neglect:

- Children being left alone without adequate care and supervision.
- Malnourishment, lacking food, unsuitable food or erratic feeding.
- Non-organic failure to thrive, such as a child not gaining weight due not only to malnutrition but also emotional deprivation.
- Failure to provide adequate care for the child's medical and developmental needs, including intellectual stimulation.
- Inadequate living conditions – unhygienic conditions, environmental issues, including lack of adequate heating and furniture.
- Lack of adequate clothing, inattention to basic hygiene.
- Lack of protection and exposure to danger, including moral danger, or lack of supervision appropriate to the child's age.
- Persistent failure to attend school.
- Abandonment or desertion.

b) Emotional Abuse

Emotional Abuse is the systematic emotional or psychological ill-treatment of a child as part of the overall relationship between a caregiver and a child. Once-off and occasional difficulties between a parent/caregiver and child are not considered emotional abuse. Abuse occurs when a child's basic need for attention, affection, approval, consistency and security are not met, due to incapacity or indifference from their parent or caregiver. A reasonable concern for the child's welfare would exist when the behaviour becomes typical of the relationship between the child and the parent or caregiver.

Emotional abuse may be seen in some of the following ways:

- Rejection.
- Lack of comfort and love.
- Lack of attachment.
- Lack of proper stimulation (for example, fun and play).
- Lack of continuity of care (for example, frequent moves, particularly unplanned).
- Continuous lack of praise and encouragement.
- Persistent criticism, sarcasm, hostility or blaming of the child.
- Bullying.
- Conditional parenting in which care or affection of a child depends on his or her behaviours or actions.
- Extreme overprotectiveness.
- Inappropriate non-physical punishment (for example, locking child in bedroom).
- Ongoing family conflicts and family violence.
- Seriously inappropriate expectations of a child relative to his/her age and stage of development.

A child may show signs of emotional abuse through their actions or emotions in several ways. These include insecure attachment, unhappiness, low self-esteem, educational and developmental underachievement, risk taking and aggressive behaviour.



c) Physical Abuse

Physical Abuse is when someone deliberately hurts a child physically or puts them at risk of being physically hurt. It may occur as a single incident or as a pattern of incidents. A reasonable concern exists where the child's health and/or development is, may be, or has been damaged as a result of suspected physical abuse.

Physical abuse can include the following:

- Physical punishment.
- Beating, slapping, hitting or kicking.
- Pushing, shaking or throwing.
- Pinching, biting, choking or hair-pulling.
- Use of excessive force in handling.
- Deliberate poisoning.
- Suffocation.
- Fabricated/induced illness.
- Female genital mutilation.

d) Sexual Abuse

Sexual Abuse occurs when a child is used by another person for his/her gratification or arousal, or for that of others. It includes the child being involved in sexual acts (masturbation, fondling, oral or penetrative sex) or exposing the child to sexual activity directly or through pornography.

Examples of child sexual abuse include the following:

- Any sexual act intentionally performed in the presence of a child.
- An invitation to sexual touching or intentional touching or molesting of a child's body whether by a person or object for the purpose of sexual arousal or gratification.
- Masturbation in the presence of a child or the involvement of a child in an act of masturbation.
- Sexual intercourse with a child, whether oral, vaginal or anal.
- Sexual exploitation of a child, which includes:
 - Inviting, inducing or coercing a child to engage in prostitution or the production of child pornography.
 - Inviting, coercing or inducing a child to participate in, or to observe, any sexual, indecent or obscene act.
 - Showing sexually explicit material to children, which is often a feature of the 'grooming' process by perpetrators of abuse.
 - Exposing a child to inappropriate or abusive material through information and communication technology.
 - Consensual sexual activity involving an adult and an underage person.

It should be remembered that sexual activity involving a child/young person may be sexual abuse even if the child/young person concerned does not, themselves, recognise it as abusive.

Irish legislation states that the age of consent to sexual intercourse is 17 years for boys and girls. Any sexual relationship where one or both parties are under the age of 17 is illegal. However, it may not necessarily be regarded as child sexual abuse.

Note: There are exemptions for mandated reporting of certain cases of underage consensual sexual activity (see page 54-55).

3) Responding to Concerns and Disclosures

a) Responding to Concerns

Child safeguarding concerns may come to the attention of church personnel in a variety of ways, for example:

- An adult may disclose abuse that happened to them when they were a child.
- A disclosure from a child.
- An adult/child discloses that they abused a child.
- They witness behaviour that makes them feel uncomfortable.
- Something they have been told by someone else and that they strongly believe is true.
- Seeing possible signs of abuse, such as physical injuries on a child.
- Observing symptoms or behaviour changes in a child that cause concern.

Advising of reporting responsibilities:

It is good practice to inform a person of the requirement to report child protection concerns to the statutory authorities before any disclosure is made. It is not always possible to know that a person is about to disclose child abuse so the opportunity to do this may not arise. However, where a person, whether child, young person or adult, asks to speak in confidence to church personnel, it is important to tell the person that if they disclose information concerning child protection or welfare concerns, this information will have to be reported to the statutory authorities, that is Tusla and An Garda Síochána. This can help the child, young person or adult to make an informed decision whether to disclose abuse or not.

It is also necessary to tell a person who admits an offence against a child or young person that such information cannot be kept confidential and must be reported to the statutory authorities.



All child safeguarding concerns, even if they relate to something that happened a long time ago, must be reported to the Carmelite DLP as soon as possible, in accordance with the reporting procedure (see pg. 51).

b) Responding to a Disclosure

A child may tell you about abuse or harm that is happening to them. This may be the first time they try to tell someone about the abuse and they have chosen to tell you as they trust you, therefore it is essential that they receive a sensitive and compassionate response. Your role is to allow a child time to speak and listen attentively.

Best practice for responding to disclosures is to:

- React calmly.
- Give the child the opportunity to tell their story.
- Listen carefully and attentively.
- Take the child seriously.
- Reassure the child that they have taken the right action in talking to you.
- Do not promise to keep anything secret.
- Ask questions for clarification only.
- Do not ask leading questions.
- Check back with the child that what you have heard is correct and understood.
- Do not express any opinions about the alleged abuser.
- Explain to the child what is likely to happen next, in an age appropriate way.
- Do not make any commitments to the child that you cannot keep.
- Directly after the conversation with the child, make a written record, in as much detail as possible.
- Treat the information confidentially, only sharing information on a need to know basis.

In the case of an adult disclosing child abuse, it is equally important that the initial response is characterised by compassion and sensitivity. The general guidance outlined above should be followed. See the procedure for care and support to complainants (pg. 56-57) for more information.

c) Retrospective Disclosures

Some adults may disclose abuse that took place in their childhood. The procedure for providing care and support to complainants provides more information on how the Order responds to adult complainants (pg. 56-57). Childhood abuse disclosed by adults must be reported to Tusla in line with the Carmelite Order reporting procedure, as the alleged abuser may pose a current risk to children. If the alleged abuser is deceased, it is not required to notify Tusla.

In addition, all retrospective reports of abuse against members of the Carmelite Order are reported to An Garda Síochána at the Garda National Protective Services Bureau (GNPSB).

d) Peer Abuse

There may be situations when abuse is alleged to have been carried out by another child. This is considered a child safeguarding issue for both children and, therefore, it is important to follow the reporting procedure for both the victim and the child allegedly displaying the harmful behaviour.

The Sacramental Seal

All suspicions, concerns and allegations of child abuse must be reported to the statutory authorities through the procedure as outlined in this document. There is one exception to this rule: a disclosure of abuse during the celebration of the Sacrament of Confession (also known as Reconciliation or Penance). All efforts should be made to provide a safe environment to those disclosing abuse, while respecting the sacramental seal.

“It must be pointed out that a report of a delictum gravius received in confession is placed under the strictest bond of the sacramental seal (cf. canon 983 § 1 CIC; canon 733 § 1 CCEO; art. 4 § 1, 5° SST). A confessor who learns of a delictum gravius during the celebration of the sacrament should seek to convince the penitent to make that information known by other means, in order to enable the appropriate authorities to take action.”

- Congregation for the Doctrine of the Faith, *Vademecum on certain points of procedure in treating cases of sexual abuse of minors committed by clerics* (July 2020), 14.

If a penitent, who is a child, discloses abuse during the Sacrament of Confession, the confessor should:

- Sensitively reassure the child that they were right to tell.
- Remind them that whatever is disclosed in Confession will not be repeated outside of the celebration of the Sacrament by the confessor.
- Encourage the child to disclose the abuse to an adult they trust (for example, a relative, teacher, friend) and to have that person report the abuse.
- If the penitent expresses a wish to discuss the issue outside the Sacrament, make it clear to them that confidentiality cannot be guaranteed regarding issues of child abuse once outside the Sacrament.

If a penitent, who is an adult victim, discloses abuse during the Sacrament of Confession, the confessor should:

- Remind them that whatever is disclosed in Confession will not be repeated outside of the celebration of the Sacrament by the confessor.
- Strongly advise them to seek professional help (for example, counselling, consultation with their GP) and to go to the statutory authorities.
- If the penitent expresses a wish to discuss this issue outside the celebration of the Sacrament, make it clear to them that confidentiality cannot be guaranteed regarding issues of child abuse once outside the Sacrament of Reconciliation.

If a penitent is an adult and they disclose abusing a child during the Sacrament of Confession, the confessor should:

- Strongly urge the penitent to report it to the statutory authorities and strongly advise them to seek professional help. Consider making the granting of absolution conditional on this being done.



4) Reporting Procedure

Guiding principles for reporting child safeguarding concerns are:

- The safety and well-being of the child must take priority over concerns about adults against whom an allegation may be made.
- Reports of concerns should be made without delay to the local Tusla Social Work Department where the child resides.

Remember: Church personnel must respond to all child safeguarding concerns, they do not have to have proof that a child has been harmed or at risk of harm and it is not their role to investigate concerns.

The following reporting procedure must be followed by church personnel who have child safeguarding concerns:

- Record your concerns in writing.
- Report your concerns to the DLP without delay.

What will happen when I report a safeguarding concern?

The DLP will determine if there are reasonable grounds for concern, such as:

- Evidence, for example, an injury or behaviour that is consistent with abuse and is unlikely to have been caused in any other way.
- Any concern about possible sexual abuse.
- Consistent signs that a child is suffering from emotional or physical neglect.
- A child saying, or indicating by another means, that he or she has been abused.
- Admission or indication by an adult or a child of an abuse that they may have committed.
- An account from a person who saw the child being abused.

If the DLP is unsure whether a concern should be reported to Tusla, they can contact the local Tusla Social Work Department to discuss informally the concern.

If there are deemed to be reasonable grounds:

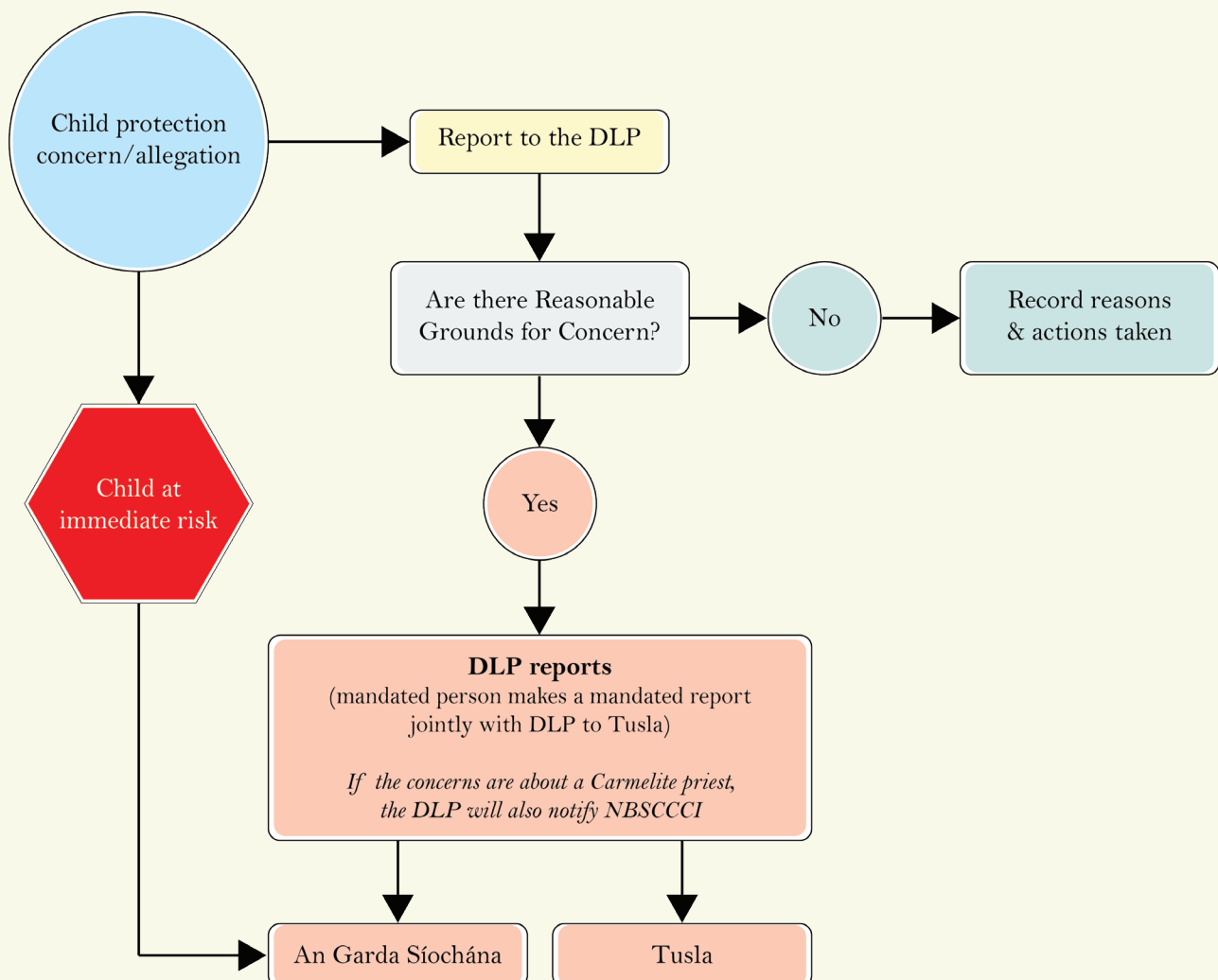
- The DLP will report the matter to the statutory authorities, Tusla and An Garda Síochána, on behalf of the person concerned about the possible abuse of a child. It is the policy of the Carmelite Order, that mandated reports by mandated persons will be completed jointly with the DLP (see pg. 54).
- Reports to Tusla can be made using the Child Protection and Welfare Report Form (CPWRF) through the appropriate dedicated contact point or submitted electronically via the Tusla Online Portal. Hard copies of the CPWRF can be obtained on www.tusla.ie.
- All safeguarding concerns relating to members of the Carmelite Order are reported to An Garda Síochána at the Garda National Protective Services Bureau (GNPSB) and can be made online via a secure email address/portal.
- It is good practice to tell the parents/guardian of a child that a report is being made to Tusla, on the basis that it does not put the child at further risk, impair Tusla's ability to carry out a risk assessment or place the reporter at risk of harm. This action must only be completed following consultation with the DLP and a decision is made on whether to inform parents/guardians and

who may be the most appropriate person to complete this action. If parents/guardians are not informed, this should be recorded and the reason for this decision. This information should be included in the report to Tusla.

- If there is an immediate concern for a child and you are unable to contact a Social Worker, it is essential to contact An Garda Síochána.
- The Provincial of the Carmelite Order will be informed if the safeguarding concern relates to a priest, volunteer or employee.
- If the safeguarding concern relates to a Carmelite friar, the NBSCCCI is notified anonymously.
- If the concern relates to a situation outside a church context, the DLP will support the person with concerns to report directly to the statutory authorities.
- All stages of the reporting procedure must be clearly recorded.
- The DLP will keep the person who raised the concerns updated on the action taken on a need to know basis.

If it is deemed that there are no reasonable grounds for concern:

If it is deemed that there are no reasonable grounds for concern and, therefore, it is not reported to the statutory authorities, the reason for this decision and any action taken will be clearly recorded. The DLP must advise the person reporting the concern, in writing, of this decision and the reason why. The person reporting the concern should be advised that if they remain concerned, they can report directly to the statutory authorities. The provisions of the Protection for Persons Reporting Child Abuse Act 1998 will apply.



Procedures for dealing with allegations made against church personnel

If an allegation is made against a member of the Carmelite Order this section should be read in conjunction with Procedures for the Care and Management of Respondents (see pg. 59). Everyone has a responsibility to report child safeguarding concerns they may have in relation to church personnel and their interaction with children. Concerns may also arise when adults disclose that they were abused as children by priests, volunteers, or employees within the church context. If an allegation is made against church personnel, the priority is to protect children while considering the right to fairness and due process of the person alleged to have caused harm.

If an allegation is made against church personnel, there are two procedures to be followed:

1. The reporting procedure to the statutory authorities as outlined above.
2. The Carmelite internal procedure for dealing with the church personnel.

The Carmelite internal procedure for dealing with the church personnel:

- All concerns or allegations must be reported to the DLP without delay.
- The reporting procedure outlined above will be followed by the DLP.
- Appropriate interim protective measures must be taken, pending the outcome of any investigation and/or assessment by the statutory authorities.
- Protective measures should be proportionate to the level of risk to the child/children. Such measures may include the respondent having no contact with children, increased supervision levels and/or restricted duties.
- Protective measures, for example, being asked to take leave from work or being placed on restricted duties, do not presume guilt and are used as precautionary measures.
- In consultation with the statutory authorities, the person alleged to have caused harm will be informed of the allegation, the nature of the allegation and given an opportunity to respond, unless advised by Tusla/An Garda Síochána not to share such information at the time.
- Allegations against Carmelite friars are dealt with in accordance with the Carmelite procedures for dealing with respondents, which also includes the canonical process. In such situations, statutory processes take precedence over internal Carmelite processes.
- Tusla will not provide advice on employment matters; however, advice and consultation in relation to the risk to children can be sought from the local Tusla Social Work office.
- The Carmelite Order will liaise closely with Tusla and An Garda Síochána to ensure that any actions taken by them do not prejudice or compromise the statutory investigation or assessment.
- Final determination of the person's future role within the Carmelite Order is informed by the outcome of any Garda investigation, the Tusla assessment, the internal disciplinary processes and the canonical process in the case of a member of the Order.
- All stages in the process must be accurately recorded.
- Appropriate levels of confidentiality must be maintained throughout this process.

Record Keeping

Key practice points regarding record-keeping include:

- Records should be factual, succinct, proportionate and include details of contacts, consultation and any action taken.
- Records should be dated and signed.
- Where possible, notes should be recorded as soon as possible after the conversation or event.
- The Carmelite Order is committed to sharing information and records with the statutory authorities for the protection and welfare of children.

- Records on child protection concerns, allegations and disclosures will be held securely in a locked filing cabinet in the Safeguarding Office.
- Only the safeguarding personnel and the Provincial will have access to these records.
- Records will only be used for the purposes for which they were intended.
- Records will be stored, retained and shared in accordance with GDPR and Data Protection legislation.
- Records will only be shared on a need to know basis.
- Records will be held in perpetuity.

Confidentiality

- Information in relation to child protection and welfare concerns must only be shared on a need to know basis.
- No undertakings regarding secrecy can be given. This applies to children, parents/guardians, and church personnel.
- Provision of information to the statutory authorities for the protection of a child is not a breach of confidentiality.
- Parents/guardians and children have a right to know if personal information is being shared, unless doing so could put the child at further risk.

Making Mandatory Reports

It is the policy of the Carmelite Order, that mandated reports by mandated persons will be completed jointly with the DLP. This section will give an indication of what that joint report will entail.

Under the Children First Act 2015:

- There is a legal obligation on mandated persons to report to Tusla any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed or is at risk of being harmed.
- The threshold for mandated reporting in relation to neglect, emotional abuse/ill-treatment and physical abuse is reached when the mandated person knows, believes or has reasonable grounds to suspect that the child's health, development or welfare have been or are being seriously affected, or are likely to be seriously affected.
- Mandated persons must report all sexual abuse concerns as mandated reports.
- There are certain exemptions from reporting underage consensual sexual activity. If the mandated person is satisfied that **ALL** of the following criteria are met, then they are not required to make a report to Tusla:
 - The young person(s) concerned are between 15 and 17 years old.
 - The age difference between them is not more than 24 months.
 - There is no material difference in their maturity or capacity to consent.
 - The relationship between the people engaged in the sexual activity does not involve intimidation or exploitation of either person.
 - The young person(s) concerned state clearly that they do not want any information about the activity to be disclosed to Tusla.
- The legal obligation to report applies only to information that is acquired in the course of professional work or employment.
- Mandated reporting requirements apply only to information that a mandated person received or became aware of since the Act came into force (11th December 2017). However, information gained prior to this date must still be reported to statutory authorities under *Children First National Guidance*.

It is acknowledged that deciding whether a concern reaches the threshold for a mandated report can be difficult, therefore mandated persons can consult with the DLP and/or a Tusla Social Worker. It is best practice to seek advice from Tusla, in relation to underage sexual activity concerns.

However, the decision to make a mandated report rests with the mandated person. Within the Carmelite Order, it is policy that mandated persons will make mandated reports jointly with the DLP. However if the mandated person wishes, they can make their mandated report directly to Tusla. In this situation, they must provide a copy of their mandated report to the DLP, as follow-up action may need to be taken.

In an emergency situation and following a report to An Garda Síochána, a mandated person must follow up with a mandated report to the local Tusla Social Work Department where the child resides within three days. This can be done through the Tusla online portal. Mandated persons may also contact the out-of-hours Tusla Social Work service, on 0818 776 315, between 6pm and 6am every night, and between 9am and 5pm on Saturdays, Sundays, and bank holidays.



Care and Support of Complainants

Those alleging child abuse should receive a compassionate response from all Carmelite personnel and be offered access to appropriate care, advice and support. These procedures will be followed when an adult alleges childhood abuse and wishes to make a complaint.

Complainants need to be listened to and heard to ensure that any allegation or disclosure of abuse is handled compassionately, effectively and professionally. Disclosing abuse takes enormous courage and calls for a high level of trust. Child abuse by its very nature can damage trust. It is therefore imperative that when a complainant is ready to tell their story, the listener responds with great sensitivity and compassion.



Procedures for the Care and Support of the Complainant

On an ongoing basis safeguarding personnel and the Provincial will review who is best placed to offer pastoral care to complainants, recognising that providing pastoral care may not be the sole responsibility of any one person. Pastoral care may be offered and provided by the DLP managing the case, the Provincial at an appropriate time, and/or indeed another identified representative if there is something specific they can offer.

Children and/or their parents/guardians may also express safeguarding concerns or make allegations of abuse. In such situations, children must not be interviewed by the DLP and contact with their parents should be only to establish if there are 'reasonable grounds for concern'. The Safeguarding Office may contact Tusla for advice.

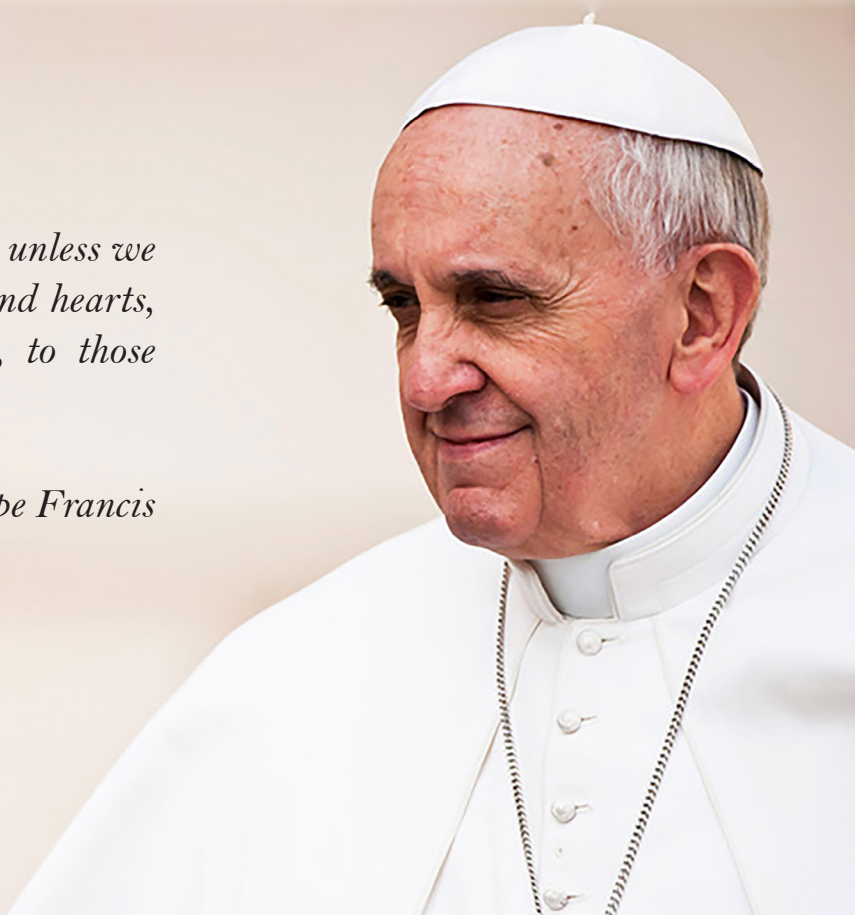
How is support offered?

1) Setting up the meeting:

- Once an allegation has been received, the DLP will contact the complainant to arrange a meeting in a manner that respects their wishes. If the complainant wishes, the DLP will travel to meet them. This meeting will take place in a comfortable environment ensuring an appropriate level of privacy.
- In advance of this meeting, it may be helpful to provide an overview of what the meeting will entail to ensure the complainant is informed.
- It is important the complainant is made aware of the Carmelite Order's obligation to report concerns to the statutory authorities prior to the complainant discussing their concern or disclosing abuse.
- The complainant may be accompanied to the meeting by a person of their choice for emotional support.

"Nor can there be authentic dialogue unless we are capable of opening our minds and hearts, in empathy and sincere receptivity, to those with whom we speak."

- Pope Francis



2) Structure of the meeting:

- Permission will be sought from the complainant to take brief notes during the meeting for the purposes of ensuring an accurate record of the meeting.
- The complainant will be given an opportunity to provide an account of the allegation/s.
- The complainant will be advised of the procedures followed by the Carmelite Order in response to the complainant's concern or allegation, including informing the respondent. The complainant will also be advised as to who may be informed of the allegation, as total confidentiality cannot be guaranteed.
- If the threshold for reporting has been reached, the DLP will advise the complainant of the necessity to report the matter to Tusla and An Garda Síochána.
- The complainant will also be encouraged to report their allegation directly to Tusla and An Garda Síochána.
- Pastoral care and support for the complainant and/or family members as relevant will be explored at this meeting.
- The complainant will also be provided with details of support or counselling services, for example, Towards Peace and Towards Healing, and will be assisted in making an appointment, if required.
- The complainant will be invited to meet with the Provincial and/or another representative of the Carmelite Order in accordance with their wishes. This meeting is not for the purpose of determining the outcome of any investigations, but to provide an opportunity for the complainant to share their account and for the Provincial to hear and acknowledge their experience.
- Acknowledging that this may be an emotional and difficult meeting for the complainant, the DLP will encourage them to seek support or a means of debriefing immediately following the meeting.

3) Follow-up:

- Following the meeting, a copy of the record of the meeting will be sent to the complainant and they will be given an opportunity to correct and/or amend the record and to sign it confirming it is an accurate account.
- A few days after the initial meeting, the DLP will contact the complainant, offer further support and respond to any additional queries they may have. It may also be an opportunity to review any actions agreed, reporting obligations and/or supports available.
- The Carmelite Order may consider the provision of independent facilitation or mediation for meetings if this is required.
- The Safeguarding Office is committed to providing ongoing pastoral care and support led by the needs of the complainant. They will also keep the complainant informed of any actions being taken to address their concerns, within the limits of confidentiality.

See leaflet of support for people making allegations and/or complaints detailing support and counselling services.

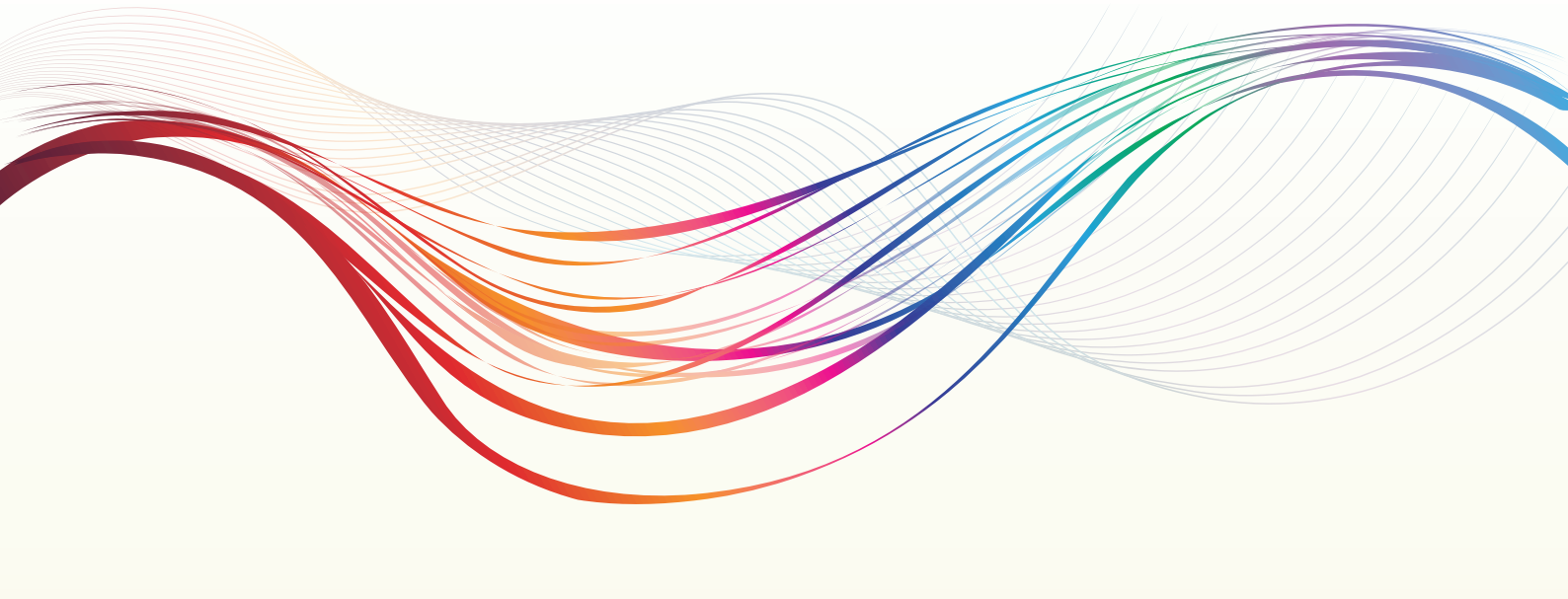


Care and Management of Respondents

A proper balance should be struck between protecting children and respecting the rights of respondents. Where there is conflict, the child's welfare must come first. The rights of respondents are important and are given due weight, once the safety and protection of children has been assured. Respondents have a right to a fair process in the investigation and management of any child abuse concerns.

The procedure for the care and management of the respondent outlines the responsibilities of the Carmelite Order and statutory and canonical processes in the event that a safeguarding concern or allegation of abuse is made against a member of the Order. Safeguarding personnel will operate in accordance with this procedure. However, situations may arise in which the steps taken do not follow the sequence set in the procedure. Should there be any variance or departure, a clear record of any such actions/decisions taken will be maintained. Appropriate child safeguarding structures and personnel are in place in order to provide consistent and effective responses to the safeguarding needs of children and respondents.

See Standard 5 in the *Carmelite Child Safeguarding Statement, Policies and Procedures* for the full content of this procedure.





Communicating our Safeguarding Plan

The Carmelite Order Safeguarding Committee and the Director of Safeguarding have a responsibility, on behalf of the Provincial, to ensure that the *Child Safeguarding Statement* and associated policies, procedures and practice are implemented throughout all communities. The child safeguarding policies and procedures must be relevant, up to date and reviewed regularly. Part of the implementation process includes having a communication plan in place, which outlines the various methods being used to communicate the Order's child safeguarding messages to all the stakeholders. This plan is also designed so that the key stakeholders not only hear the child safeguarding messages but also understand them and incorporate them into day-to-day practice. This communication plan forms part of the Carmelite 3-year child safeguarding strategy.

The communication plan outlines **who** within the Order needs to know about the child safeguarding procedures and practice, **what** they need to know, **how** they are going to know it, **who is responsible** for imparting the information and **when** does it need to happen.

Who?

Church personnel, children/young people, parents/guardians, members of Boards of Management, members of the Provincial Council, members of the community/congregation, people in external organisations who use Carmelite property, statutory organisations.

What?

The Carmelite Order's commitment to safeguard children and the policies and procedures that support this. The level and type of child safeguarding information each target group requires will depend on who they are and their role.

How?

The ways to share and promote the child safeguarding information.

Who is responsible?

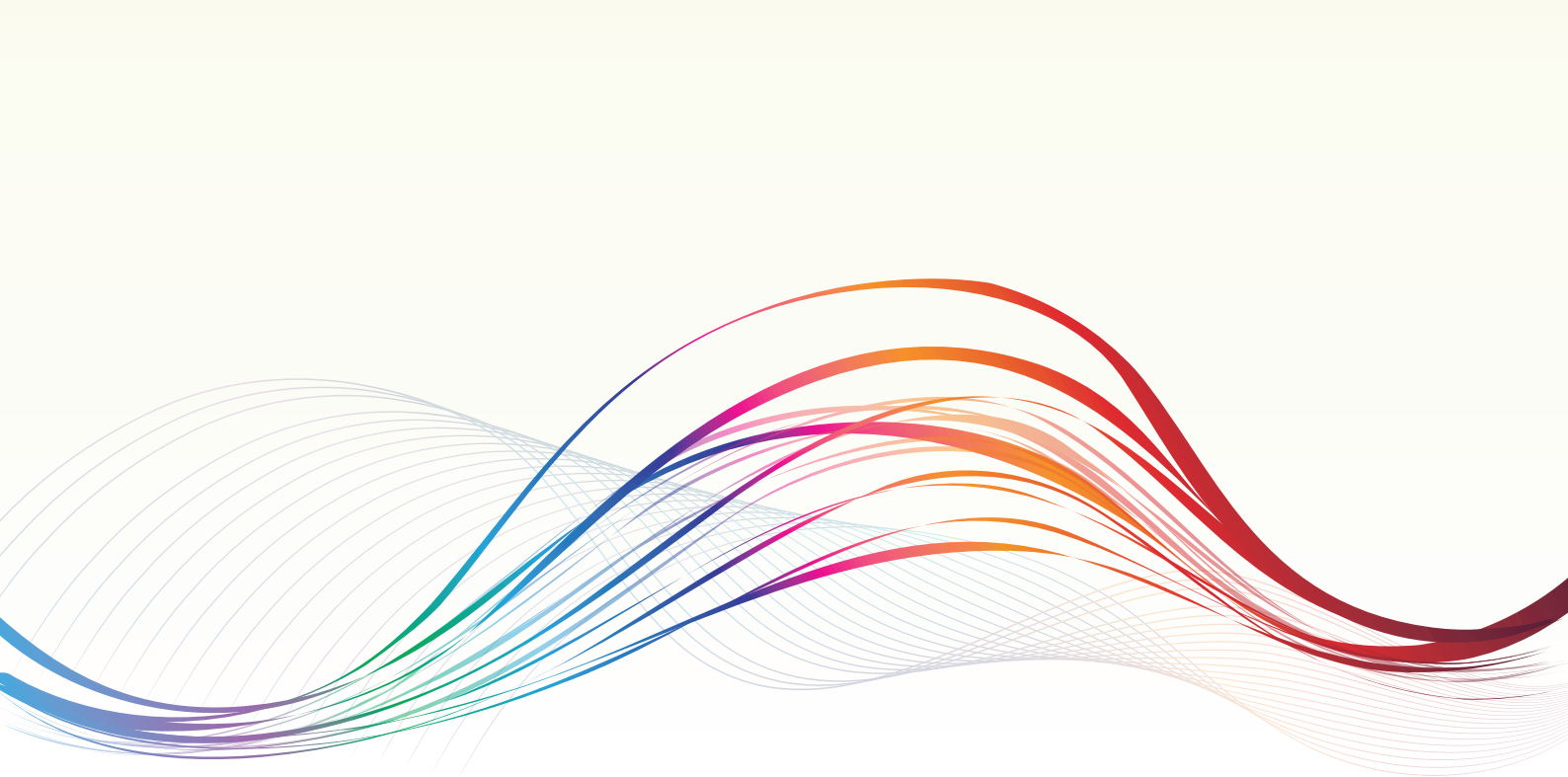
Identifying personnel with the responsibility for each method of information delivery.

When?

Having clear, realistic and achievable time frames within which each target can be achieved.

The 3-year safeguarding strategy can be viewed on the Carmelite website and also requested from the Safeguarding Office. It will be reviewed by the Safeguarding Committee on an annual basis in order to ensure that the child safeguarding policies and procedures are being effectively implemented.





Quality Assurance Compliance

The Order of Carmelites (O.Carm.) is committed to safeguarding children through the implementation of *Safeguarding Children Policy and Standards for the Catholic Church in Ireland 2016* and *Children First National Guidance for the Protection and Welfare of Children 2017*. Our *Child Safeguarding Statement* and our practice illustrate our desire to keep children safe from harm while in our ministries. As part of our annual audit against the relevant indicators of the child safeguarding standards, we will review the effectiveness of our practice as outlined in this statement and will revise, as appropriate.



Procedures to Quality Assure Compliance with the Standards

Quality assurance procedures are a systematic method of assessing the extent to which the NBSCCCI's seven child safeguarding standards are implemented at all levels within the Carmelite Order. This is an important method of demonstrating accountability and transparency and ensuring that a process of continuous improvement takes place.

Quality assurance processes are in place, both internally within the Carmelite Order and externally by the NBSCCCI.



Safeguarding Office Irish Province of Carmelites

Internal Quality Assurance processes:

- The Carmelite Safeguarding Committee has developed a 3-year safeguarding strategy which outlines what, how, who and in what time-frame key elements of child safeguarding practices and procedures are going to be implemented by the Carmelite Order. This strategy details review dates, whereby the Safeguarding Committee monitors that each objective has been achieved.
- Assessing compliance by safeguarding personnel during regular visits to Carmelite communities. The purpose of these visits is:
 - To support best child protection practice and the implementation of safeguarding procedures.
 - To ensure there is an awareness of child safeguarding and that effective practice is being implemented.
- Assessing compliance by the Carmelite Provincial during systematic visits to Carmelite communities.
- Annual safeguarding case file review by the Carmelite Provincial.
- An annual self-audit report on standards 1, 5 and 6 is carried out by safeguarding personnel in conjunction with the Prior/community members of each community. The completed audit report may identify areas where guidance and support on policy or practice are required. The Annual Audit reports are brought to the attention of the Safeguarding Committee in terms of compliance. Any recommendations for change are incorporated into the Carmelite 3-year child safeguarding strategy.
- Provision of an annual safeguarding report by the safeguarding office to the Carmelite Provincial on standards 1, 5 and 6. This report contains a review of compliance and recommendations for further action and improvement.
- Provision of an annual report by the safeguarding office to the Carmelite Provincial on Standards 2, 3 and 4. Recommendations for change are incorporated into the three-year child safeguarding strategy, as appropriate.

**External Quality Assurance processes:**

1. The Carmelite Provincial will notify the NBSCCCI by the end of January of each calendar year that:
 - i. Local child safeguarding audits for each community have been completed.
 - ii. The annual report by safeguarding personnel on standards 2, 3 and 4 has been completed.
 - iii. The annual report by safeguarding personnel on standards 1, 5 and 6 has been completed.
2. The Carmelite Order can invite the NBSCCCI to carry out an external review of the Carmelite Order's compliance with the National Standards. The last NBSCCCI review report of the Carmelite Order was published in April 2015.

Reviews conducted by the NBSCCCI assess compliance of the Carmelite Order with the standards set out in *Safeguarding Children, Policy and Standards for the Catholic Church in Ireland 2016*. Reviews will focus on examining the implementation of the standards in practice in relation to:

- Good governance.
- Compliance with legislative and regulatory requirements.
- Compliance with the Church's safeguarding standards.
- Role understanding; individuals' contribution to safeguarding and team effectiveness.
- The safe engagement of children and young people in church activities.
- Effective and compassionate engagement with complainants and respondents.

Application Form for Staff

Personal

Full Name: _____

Have you been previously known by any other names? _____

Address: _____

Telephone number: _____ Email: _____

Work Experience

Please detail below the experience you have gained in your professional life.

Have you previously been involved in voluntary work? If yes, please give details.

Why do you want to get involved in this activity?

Have you previously received any training for working with children or young people? If yes, please give details.

Do you have any specific needs that we need to be made aware of?

Please provide any other relevant information below.

Referees

Please provide the names and contact details of two people whom we could contact for a reference (not relatives).

Referee 1

Name: _____

Address: _____

Telephone number: _____ Email: _____

How is this person known to you? _____

Referee 2

Name: _____

Address: _____

Telephone number: _____ Email: _____

How is this person known to you? _____

Declaration

I declare that I have completed this form truthfully, and that I agree to abide by and accept the terms and conditions of this application process. In accordance with Data Protection legislation, I give my consent that the information contained in this form can be processed and stored for the purposes of recruitment and employment by the Carmelite Order.

Signed: _____ Date: _____

Reference Request

Dear _____

Your name has been given to us by _____, who has applied for the position of _____.

I would appreciate if you would complete the information below and return it to me in the enclosed stamped addressed envelope. Thank you in advance for your help.

Yours sincerely,

_____ Date: _____

1) Can you tell us how long you have known the applicant? _____

2) In what capacity do you know the applicant? _____

3) Can you highlight some of the applicant's positive skills and qualities?

4) Do you, without reservation, recommend the applicant for the position for which they have applied? Please bear in mind that this position involves working with children. ☐ Yes ☐ No

Why?

Please include any additional comments below.

Signed: _____ Date: _____

Declaration Form for Staff

As part of a thorough recruitment and selection process the Carmelite Order request that all prospective employees sign a declaration form prior to commencing employment. The information contained in this form will be kept securely in line with Data Protection legislation and GDPR by the Carmelite Order.

Full Name (print): _____

Address (print): _____

Date of Birth: _____ Role/Position: _____

1) Do you have any prosecutions pending or have you ever been convicted of a criminal offence?

Yes ☐ No ☐

If yes, please state below the nature and dates(s) of the offence(s).

2) Is there any reason that you would be considered unsuitable to have direct or indirect contact with children or vulnerable adults?

Yes ☐ No ☐

If yes, please give details:

3) Have you ever been the subject of disciplinary procedures and/or been asked to leave employment (paid or voluntary) due to inappropriate behaviour towards children or vulnerable adults?

Yes ☐ No ☐

If yes, please give details, including dates:

Declaration:

I hereby declare the information I have provided above is accurate. I understand that, if I have withheld information or included any false or misleading information above, I may be removed from my post whether paid or voluntary.

Signed: _____

Date: _____

Church Ministry Application Form for Volunteers

Personal

Full Name: _____ Date of Birth: _____

Have you been previously known by any other names? _____

Address: _____

Telephone number: _____ Email: _____

Ministry

☐ Eucharistic Minister ☐ Reader ☐ Choir Leader ☐ Sacristan ☐ Altar Servers

☐ Sacramental Preparation ☐ Other volunteer activity: _____

Referees

Please provide the names and contact details of two people whom we will contact for a reference (not relatives).

Referee 1

Name: _____

Address: _____

Telephone number: _____ Email: _____

Referee 2

Name: _____

Address: _____

Telephone number: _____ Email: _____

Verification:

If applicant is known to the Prior, please complete this section, if not photo ID must be provided.

The Person named on this form is known to me and I believe they have the requisite skills and experience to fulfil this role. This person is a member in good standing of this Carmelite Community/parish and I have no hesitation in recommending them to undertake this role. If applicant is unknown to the Prior then photo ID has been provided.

Signed: _____ Prior of: _____

Declaration

The welfare of children and vulnerable people is paramount consideration for the Carmelite Order. Therefore, it is essential that everyone volunteering with the Carmelite Order, signs this form and commits to complying with the Carmelite Order's *Child Safeguarding Statement*, policies and procedures

1) Do you have any prosecutions pending or have you ever been convicted of a criminal offence?

☐ Yes ☐ No

If yes, please state below the nature and dates(s) of the offence(s).

2) Is there any reason that you would be considered unsuitable to have direct or indirect contact with children or vulnerable adults?

☐ Yes ☐ No

If yes, please give details:

3) Have you ever been the subject of disciplinary procedures and/or been asked to leave employment (paid or voluntary) due to inappropriate behaviour towards children or vulnerable adults?

☐ Yes ☐ No

If yes, please give details, including dates:

Declaration: I understand that, if it is found that I have withheld information or included any false or misleading information above, I may be removed from my position without notice. I understand that the information will be kept securely by the Carmelite Order. I hereby declare the information I have provided is accurate.

I acknowledge that any ministry involving children or vulnerable persons requires Vetting and Training.

I undertake to report any safeguarding concerns that come to my attention

Signed:_____ **Date:**_____

Induction Agreement Form for all Church Personnel/Staff

Declaration

As part of the recruitment process for the post of _____

I confirm that:

- I have been provided with a copy of the child safeguarding statement and associated procedures.
- I have been given an opportunity to have any questions addressed by a representative of the Carmelite Order.
- I have read and understood the policies and procedures document I have been provided with.
- I will abide by the requirements of the child safeguarding statement and associated procedures
- I will abide by the Carmelite's Code of Behaviour.
- I agree to report all safeguarding concerns to the DLP in the Safeguarding Office.
- I will attend a safeguarding information session/full-day programme (as appropriate).

Name: _____

Signature: _____

Date: _____

Data Protection

This form will be held on file in accordance with the data protection policy of the Carmelite Order. The data entered will be used only for the purposes indicated on the form. It may be accessed only by those with responsibility for managing files.

Code of Behaviour Agreement Form

All Carmelite Order friars, staff and volunteers must:

- Treat all children with respect and dignity.
- Treat all children equally.
- Display an example of good conduct at all times.
- Respect each child's boundaries, avoiding unnecessary physical contact.
- Model positive, appropriate behaviour to all children with whom you will come into contact.
- Be aware of the *Child Safeguarding Statement* and child safeguarding policy of the Carmelite Order.
- Challenge and report abusive and potentially abusive behaviour.
- Develop a culture of openness, honesty and safety.
- Develop a culture where children have permission to tell and to talk about any concerns or worries that they may have.
- Respect each child's boundaries and support them to develop their own understanding and sense of their rights.
- Be aware of their responsibility for the safety of all children in their care.
- Work in open environments.
- Help children to know what to do if they have a problem.
- Encourage positive behaviour in children.
- Avoid spending time alone with a child. Should circumstances arise where this is unavoidable, inform another responsible adult and keep a note of what took place and why.
- Report colleagues who breach the code of behaviour.

Adults must never:

- Hit or otherwise physically assault or abuse children.
- Develop sexual relationships with children.
- Develop relationships with children that could in any way be deemed exploitative or abusive.
- Act in any way that may be abusive or may place a child at risk of abuse.
- Use language, make suggestions or offer advice that is inappropriate, offensive or abusive.
- Do things for a child of a personal nature that they can do themselves.
- Condone or participate in behaviour that is illegal, unsafe or abusive.
- Act in any way that is intended to intimidate, shame, humiliate, belittle or degrade.
- Engage in discriminatory behaviour or language in relation to race, culture, age, gender, disability, religion, sexual orientation or political views.
- Consume or be under the influence of alcohol, tobacco or illegal drugs while having responsibility for and/or in the presence of children.

I confirm that I have read and understand the code of behaviour, agree to abide by this code and the *Carmelite Child Safeguarding Statement* and associated policies and procedures.

Signed: _____

Print Name: _____ Date: _____

Confidentiality & Data Protection Declaration

I confirm and declare that all confidential and personal information that is disclosed to me or to which I have access to during the course of my work with the Carmelite Order will be kept strictly confidential, and shall:

- not be disclosed or otherwise made available by me to any person, except in accordance with the procedures set out in the safeguarding children policy and procedures.
- be used by me only for the purpose of the procedures set out in the safeguarding children policy and procedures.

If I am required to disclose confidential or personal information in accordance with law or by virtue of a court or similar order, other than in accordance with the Carmelite safeguarding policy and procedures, nothing in this declaration prevents me from doing so. However, in those circumstances, I will inform the Safeguarding Office in the Order without delay.

I acknowledge that some or all of the confidential and personal information I have access to may contain 'personal data' and 'sensitive personal data' within the meaning of data protection legislation, and I therefore agree to comply with my obligations under this legislation. In so far as I am the data processor in accordance with the Data Protection Acts, then I agree only to process personal data on, and subject to, the instructions of the relevant data controller, maintain appropriate security measures against all unlawful processing in respect of the personal data, and allow the relevant data controller to monitor and audit my compliance with my obligations in respect of personal data.

My obligations under this declaration continue even after I cease my position with the Carmelite Order.

Signature: _____ **Date:** _____

Recruitment and Selection Checklist

Beginning the Recruitment

As you begin the recruitment process you should determine the following:

Contact with children

- ☐ ☐ What contact with children will the position involve?
- ☐ ☐ Will the position involve unsupervised contact with children, or does it involve a position of trust?
- ☐ ☐ What other forms of contact will the person have with children, e.g. email, social media telephone?

Defining the role

- ☐ ☐ Have the tasks and skills necessary for the position been considered?
- ☐ ☐ Does the task description make reference to working with and having responsibility for children?

Key selection criteria

- ☐ ☐ Has a list of essential and desirable qualifications, skills and experience been developed?

Written application

- ☐ ☐ Have all applicants been asked to supply information in writing, including personal details, past and current work/volunteering experience?
- ☐ ☐ Have application forms been used?

Interview Process

Identification

- ☐ ☐ Have applicants been asked, for photographic documentation to confirm their identity and place of residence?

Structure of the Interview

- ☐ ☐ Have at least two representatives been identified to meet with the applicant to explore information contained in their application?
- ☐ ☐ Have the applicant and application forms been carefully considered, highlighting points to raise at interview, including:
 - ☐ ☐ The applicant's attitudes towards working with children.
 - ☐ ☐ Areas you want to explore in more detail.
 - ☐ ☐ Gaps in employment history.
 - ☐ ☐ Vague statements of unsubstantiated qualifications.
 - ☐ ☐ Frequent changes of employment?
- ☐ ☐ Will documentation relating to the applicant's identity and relevant qualifications be checked at the interview?

Verification

References

- ☐ ☐ Have applicants been asked to supply the names of two referees who are not family members, or who are not involved in the recruitment process, and ideally who have first-hand knowledge of the applicant's experience of work/contact with children?
- ☐ ☐ Have referees been asked specifically to comment on the applicant's suitability to work with children?
- ☐ ☐ Are all references provided in writing and verified by a follow-up telephone call?

Suggested questions for referees

1. The post involves substantial access to children. We are committed to the welfare and safeguarding of children. Have you any reason at all to be concerned about this applicant being in contact with children?
2. How long have you known this person?
3. In what capacity?
4. Would you have any hesitation in them taking up this position?
5. Would you rehire them?

Qualifications

- ☐ ☐ have applicants been asked for documentation to confirm their qualifications?

Upon Selection

Declaration

- ☐ ☐ Has the successful applicant been asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children?
- ☐ ☐ Has the successful applicant been asked to declare any past criminal convictions and cases pending against them?

Vetting procedure

- ☐ ☐ Does the position require the applicant to be Garda vetted?
- ☐ ☐ Has the applicant been informed that they may need to undergo Garda vetting before they take up any appointment?

Records

- ☐ ☐ Are details of the selection & induction process retained in the personnel file of the successful applicant? Are references kept on file as part of the record of the recruitment process?
- ☐ ☐ Are personnel informed that information such as application and declaration forms are held on file?

Confidentiality

- ☐ ☐ Is information about the applicant only seen by those directly involved in the recruitment process?
- ☐ ☐ Are applicants reassured that information about them, including information about convictions, will be treated in confidence and not used against them unlawfully?

Hazard Assessment Form

This form assists with managing both health and safety issues, and the general welfare of children and young people.

Name of group: _____

Date of hazard assessment: _____

Person completing the hazard assessment: _____

Hazard	Who is at risk?	Likelihood of harm	Consequences	Controls needed

Child and Parent/Guardian Joint Consent to participate in Church Activity

Group details

(to be completed by organiser)

Name of group: _____

Type of activity: _____

Duration/frequency of activity: _____

Start date/time: _____ End date/time: _____

Person in Charge/Name of organiser: _____

Details of the child/young person

Name of child: _____

Address: _____

Date of birth: _____

Gender (circle as appropriate): **Male** **Female**

Other relevant information

Please mention any medical conditions, specific needs, dietary requirements or collection arrangements.

Note: The organisers cannot administer any medication. Should your child require medication or intimate care, please discuss this with the organisers who will work with you to establish how your child can be accommodated, according to relevant policies and procedures.

Parent/Guardian contact details

Name: _____

MobileNumber: _____ Email: _____

Contact information for emergency use (only if different from above information):

In cases of a medical emergency

In the event of illness or an accident, I give permission for medical treatment to be administered to my child, where considered necessary, by a suitably qualified medical practitioner and/or hospital. I understand that every effort will be made to contact me as soon as possible. In an emergency I can be contacted at the telephone numbers provided above.

Signed: _____

Child's/Young Person's Consent

I _____ (insert full name) would like to take part in the event/activity listed.

(If you agree please tick the boxes below, there is no obligation to tick the first 2 boxes)

- ☐ ☐ I give my permission for my photograph to be taken during group activities and these to be used in any hard copy/online (delete as appropriate) by the Carmelite Order.
- ☐ ☐ I give my permission for my image to be videoed (including webcam) during group activities and these to be used in any hard copy/online (delete as appropriate) by the Carmelite Order.
- ☐ ☐ I understand that during group activities I will agree to abide by the group's code of behaviour.
- ☐ ☐ I understand that adult leaders also need to abide by a code of behaviour and I am entitled to be safe while attending this activity.

Parent/Guardian's consent

I agree to allow the above-named child/young person to attend

_____ (name of activity/meeting),

at the times and date/s stipulated above.

I understand that there will be suitable supervision and an agreed code of behaviour while the children/young people are in the care of the organisers.

Signed: _____ Date: _____

Name (block letters): _____

Data protection

This form will be held on file, in accordance with the data protection policy of the Carmelite Province of Ireland. The data entered will be used only for the purpose indicated on the form. It may only be accessed by those with responsibility for managing records or group activities.

Use of Images Consent Form

This form can be used to obtain consent for the use of images during a specific event ie communion or confirmation.

Parent/Guardian and Child Consent (to be completed jointly)

Tick as appropriate, there is no obligation to tick any or all of the boxes.

- ☐ ☐ I give my permission for my child's photograph to be taken and these to be used in any hard copy/online (delete as appropriate) by the Carmelite Order.
- ☐ ☐ I give my permission for my child's image to be videoed and this to be used in any hard copy/online (delete as appropriate) by the Carmelite Order.
- ☐ ☐ I understand that updates may be posted on the Carmelite website and/or social network sites during an event, and I give my permission for my child's images/videos to be used.

Parent/Guardian

Signed: _____

Name (block letters): _____

Relationship to the child: _____

Child/Young Person

Signed: _____

Name (block letters): _____

Date: _____

Data protection

This form will be held on file in accordance with the data protection policy of the Carmelite Order. The data entered will be used only for the purpose indicated on this form. It may only be accessed by those who have responsibility for managing files or activities.

Attendance Register for Groups

A minimum of two officially appointed leaders, who have completed the Carmelite recruitment process, must be responsible for each activity involving children/young people. All leaders working with children must have attended a full-day child safeguarding training session provided by NBSCCCI registered trainers. The two officially appointed leaders must sign this sheet and put their initials under each date to confirm that the children/young people and adults marked were in attendance, as indicated by the 'time in' and 'time out' for each date.

Name of Group: _____

Name (Children and Adults)	Date:		Date:		Date:		Date:		Date:	
	In	Out	In	Out	In	Out	In	Out	In	Out
Leader's Signature	Initials		Initials		Initials		Initials		Initials	
Leader's Signature	Initials		Initials		Initials		Initials		Initials	
Leader's Signature	Initials		Initials		Initials		Initials		Initials	

Accident/Incident Form

Group details

Name of group _____

Name of group leader _____

Names of other leaders present _____

Accident details

Date and time of accident/incident _____

Name of person involved _____

Date of birth of person involved _____

Emergency contact details for the person involved (usually parent/guardian)

Name _____

Tel. number _____

Please describe the accident/incident that occurred (continue on separate sheet if necessary).

Action taken during and following the accident incident.

People contacted (include dates and times)

If medical attention was required, please note the name and address of the medical facility and the people who treated the person involved in the accident/incident.

Please detail any follow-up action required.

Name of person completing this form (print name) _____

Signed: _____ Date: _____

Complaints arising from a Carmelite related activity should attempt to be resolved by discussion between the parties involved. If this is not possible, this form should be completed and submitted to the local Prior of the community or directly to: Prior Provincial, Order of Carmelites, Gort Muire, Ballinteer, Dublin 16.

Name of person making the complainant: _____

Address: _____

E-mail: _____ Telephone number: _____

Details of complaint (continue on separate sheet if necessary).

[illegible]

Signature: _____ **Date:** _____

Form for use of Carmelite Property by External Groups

This form must be used in conjunction with the procedures for use of Carmelite property by external groups. The Carmelite Order welcomes other organisations/groups/individuals within the community to use our facilities. While using the Order's facilities, we want to be assured that all reasonable steps have been taken to safeguarding children. The responsibility for complying with good safeguarding practice rests with the group/individual using Church property and not with the Carmelite Order.

As an external group, the Order requires detailed information in respect of your application to ensure that the safety and well-being of children are maintained at all times. This form must be completed by all external groups and given to the Prior before any activity/use of Carmelite Church, Carmelite property, hall, day centre, is agreed and approved.

Use of Property

Name of the group/organisation/activity: _____

Purpose or proposed activities: _____

User group, e.g. children, adults: _____

Facilities required: _____

Date of commencement of use: _____

Date of completion of use: _____

Frequency of use: _____

Hours of use (commencing and finishing times): _____

Contact Information

Names, addresses, contact details of persons who will be in charge during use:

Name: _____

Address: _____

Telephone number: _____ **Email:** _____

Name: _____

Address: _____

Telephone number: _____ **Email:** _____

Child Safeguarding

Do you have your own Child Safeguarding Statement in place (legal requirement for 'relevant services' under the Children First Act 2015)? ☐ Yes ☐ No

Has this Child Safeguarding Statement been reviewed by the Compliance Unit in Tusla?
☐ Yes ☐ No

Do you have a Child Safeguarding Policy and Procedures in place? ☐ Yes ☐ No

Insurance

Do you have appropriate (public liability and/or employer's liability and professional indemnity if appropriate) insurance cover for the activity? ☐ Yes ☐ No

Name of Insurance Company: _____

Policy Number: _____

Period of cover of the Policy: _____

Limit of Indemnity: _____

I/we declare that the information provided is accurate and any changes in circumstances will be communicated to the Prior. I/we declare that the activity will be terminated if there is any breach of the above conditions.

To be signed by official/co-ordinator of the external organisation/ group.

Signed: _____ Print name: _____

Position: _____ Date: _____

Permission

To be completed by the local Prior

I give/do not give permission for this activity to go ahead.

Signed Prior: _____ Date: _____

This activity will be reviewed by the Prior and/or his Designated Representative annually.

The Order will not require sight of nor retain copies of external groups' policies or procedures.

Code of Behaviour for Adults

A code of behaviour is a clear and concise guide to what is and is not acceptable behaviour and practice when working with children. It is an essential part of the safeguarding procedures of any church body that has ministry with children. Adults working with children have a duty of care to children. All Carmelite church personnel who work with children should sign a code of behaviour agreement form to indicate that they have read the code and agree to follow.

It is very important that all friars, staff and volunteers working in the Carmelite Order are clear about what is and is not acceptable behaviour when working with children. It is also important to involve children and parents/guardians in the process of developing a code of behaviour. When considering what sorts of behaviour are appropriate in dealing with children, it is important to bear in mind the impact of an adult's behaviour on a child. For this reason, a key aspect of any code of behaviour is the creation of an environment where it is safe for children to ask questions and express their concerns, confident in the knowledge that what they say will be heard, taken seriously and their concerns acted upon. A code of behaviour should contain:

- Positive statements indicating what sorts of behaviours are appropriate, for example, listening.
- Prohibitions indicating behaviours that are never acceptable, for example, hitting a child.
- Good practice guidelines that indicate what is generally acceptable or unacceptable, but that also allow for exceptions, for example in a medical emergency; taking a child in your car without a second member of staff/adult if no other adult is available.

Where it becomes necessary to depart from the code of behaviour, the reasons for doing so should be carefully recorded, and steps should be taken to avoid the recurrence of such a situation in the future.

Code of Behaviour for adults working with children

It is important for all personnel to:

- Treat all children with respect and dignity.
- Treat all children equally.
- Model positive, appropriate behaviour to all children with whom you will come into contact.
- Be aware of the child safeguarding statement and child safeguarding policy and procedures of the Carmelite Order.
- Challenge and report abusive and potentially abusive behaviour.
- Develop a culture of openness, honesty and safety.
- Develop a culture where children have permission to tell and to talk about any concerns or worries that they may have.
- Respect each child's boundaries and support them to develop their own understanding and sense of their rights.
- Be aware of their responsibility for the safety of all children in their care.
- Work in open environments.
- Help children to know what to do if they have a problem.

Adults must:

- Treat children in a manner that fully respects their dignity and rights.
- Display an example of good conduct at all times.
- Respect each child's boundaries, avoiding unnecessary physical contact.
- Help children develop an awareness and understanding of their own right to protection and a respect for the rights of others.
- Encourage positive behaviour in children.

- Avoid spending time alone with a child. Should circumstances arise where this is unavoidable, inform another responsible adult and keep a note of what took place and why.
- Provide children with information on how and from whom they can seek help if they have a concern.
- Be visible to others if working alone with a child.
- Challenge and report behaviour that is abusive or potentially abusive.
- Report colleagues who breach the code of behaviour.
- Develop a culture where children are encouraged to talk openly about their contacts with staff and others.
- Avoid permitting children to remain on Carmelite property unless there are at least two adults present.
- Abide by the 'Guidelines on the safe use of Technology, Internet and Social Media' (see pg. 34).

Adults must never:

- Hit or otherwise physically assault or abuse children.
- Develop sexual relationships with children.
- Develop relationships with children and that could in any way be deemed exploitative or abusive.
- Act in any way that may be abusive or may place a child at risk of abuse.
- Use language, make suggestions or offer advice that is inappropriate, offensive or abusive.
- Do things for a child of a personal nature that they can do themselves.
- Watch or supervise a child undressing, or assist a child undressing e.g. in swimming pools or on international Pilgrimages, such as Lourdes baths
- Condone or participate in behaviour that is illegal, unsafe or abusive.
- Act in any way that is intended to intimidate shame, humiliate, belittle or degrade.
- Engage in discriminatory behaviour or language in relation to race, culture, age, gender, disability, religion, sexual orientation or political views.
- Consume alcohol, tobacco or illegal drugs while having responsibility for or in the presence of children.
- Be under the influence of alcohol or drugs while having responsibility for or in the presence of children.
- Offer alcohol, tobacco or non-prescriptive drugs to minors.
- Take children to your own home or a place where they will be alone with you.

Guidance on maintaining adequate Supervision Ratios

In planning a trip or activity, it is critically important to consider how many adults are needed to supervise children in order to ensure the children's safety. Below is the minimum recommended adult to child supervision ratios which is dependent on the age and number of children. Note, the number of adults to children may be increased if children have specific needs or requirements and depending on the type and duration of the activity.

At a minimum, two adults are required for each activity. The minimum following ratios should be applied.

- zero to one year = one adult to three children
- one to two years = one adult to five children
- two to three years = one adult to six children
- three to six years = one adult to eight children
- seven to twelve years = one adult to eight children
- thirteen to eighteen years = one adult to ten children

If it is an overnight activity, additional staff should be considered. An appropriate gender balance should be maintained.

Guidance on One-to-One Contact with Children

In general, church activities should not involve one-to-one contact, and should usually be supervised by at least two adults, as outlined in the ratios above. However, there may be two circumstances where this may occur:

1. In a reactive situation, for example, when a child requests a one-to-one meeting with you without warning, or where a child has had to be removed from a group as part of a code of behaviour.
2. As part of a planned and structured piece of work, for example, one-to-one music tuition. The points below provide some guidance in relation to those situations.

Reactive situations

- If you need to talk to a child alone, make every effort to do so in an open environment, in view of others.
- If this is not possible, make every effort to meet in a room with visual access, or with door open, or in a room/area where other people are nearby.
- You should advise another adult/colleague that such a meeting is taking place and the reason for it.
- Maintain a record of the meeting, including names, dates, times, location, reason for the meeting and outcome and store the record appropriately and securely.
- Inform your manager/colleague or Prior that this meeting took place and how it was managed.
- Never engage in a one-to-one meeting with an individual child where you are on your own in a building.

Planned and structured pieces of work

- One-to-one meetings should take place at an appropriate time, for example, not late at night and in an appropriate venue. They must be prearranged with the full knowledge and consent of parents and manager/colleague.
- The activity should have a clear rationale and aims for involving one-to-one work.
- Parents/guardians must be fully informed as to the nature and purpose of this work and must give their written consent for their child to participate.

Use of the Code of Behaviour

- The code should be used in training to discuss the expectation of church personnel's conduct. Induction training for all new church personnel must include the code of behaviour.
- Managers/Priors have a responsibility to supervise and support church personnel to ensure the code is being adhered to.
- There should be an explicit declaration in the code of behaviour about church personnel's responsibility to report breaches in the code of behaviour.
- The code will only be useful if implemented. Managers/Priors need to respond appropriately to breaches of the code.

Breaches of Codes of Behaviour

All church personnel must report all breaches of the code of behaviour to the Prior/manager or Designated Liaison Person in the Safeguarding Office. Priors/Managers must listen and respond to reports of breaches in the code. The Carmelite code of behaviour for church personnel provides clearly identified boundaries regarding acceptable and unacceptable practice. This enables priors/managers to address issues of poor practice, should they arise and where appropriate take disciplinary action. If breaches in the code of behaviour give rise to a child safeguarding concern, they must be reported to the Designated Liaison Person in the Carmelite Safeguarding Office. Priors/Managers dealing with breaches of the code must keep a record of the action taken and store this securely in the personnel file of the individual.

If a person breaches the code of behaviour, the following actions should take place:

- Discussion with and support for the adult.

- If the breach involves a child, the child's parents should be informed.
- If appropriate, the adult should apologise to the child/adult.
- Consideration of attendance at supplementary training.
- Monitoring and reviewing the adult's behaviour through informal and formal supervision.
- If there is a child safeguarding concern, this must be reported to the Designated Liaison Person.
- In more serious cases, suspension or exclusion may be considered.

Guidance on Boundary Violations

This document outlines the codes of behaviour for adult-to-child interactions which should be adhered to at all times. Those ministering with children must be aware of the boundaries, parameters and limits of these relationships. Inappropriate behaviour that does not meet the threshold of abuse must always be taken seriously and addressed. **All safeguarding concerns must be reported to the Designated Liaison Person and/or the statutory authorities.**

The following table describes behaviours under a number of headings where children's boundaries are considered to be violated by an adult.

Area	Boundary Violating behaviour by an adult involving children
Communication	• Uses inappropriate language around children and young people • Comments on a child's appearance (positively or negatively). • Has sexual conversations with children and young people. • Uses discriminatory language about a child. • Has 'pet names' for children. • Humiliates a child. • Shares sexual jokes with children. • Uses obscene gestures or language when addressing children. • Sends texts or messages of a personal nature using digital media. • Shares inappropriate images with children. • Sharing inappropriate personal details with children. • Photographing, videoing or audio recording children when not authorised to do so. • Using personal electronic equipment to communicate with children, when it has been advised against communicating with children in this way. • Sharing personal internet sites with children. • Creating or using personal chat-rooms with children.
Physical Contact	• Physical contact/touch with a child which is unnecessary, prolonged or makes the child feel uncomfortable. • Physically punishing a child. • Physical restraint of a child, unless in rare circumstance, for example where an adult has to restrain a child to stop them running into traffic, diving into shallow water, hurting themselves or in a medical emergency.
Location	• Meeting a child on their own. • Inviting a child to Church personnel's home or other location where the child will be on their own. • Entering toilet, changing room or shower which are occupied by children and where supervision is not appropriate. • Tutoring a child in a location which is inappropriate and where there is a lack of transparency and lack of consent from parents or guardians.
Gifts/Favours	• Targeting an individual child for special attention. • Giving gifts or money to a child. • Singling a child out for special duties or responsibilities.

Some concerning behaviours may be considered ‘pre-offending behaviours’ or constitute ‘grooming’. Abuse may not have occurred yet, so it is important that the behavior is addressed by an appropriate adult immediately. **If you are unsure whether the behaviour constitutes abuse or a child safeguarding concern, consult the DLP or the statutory authorities.**

Action steps in relation to Boundary Violations

- Think about what is making you uncomfortable, then write it down
- Discuss your concerns with the DLP or the Provincial
- Agree with the DLP and Provincial how to address the matter and who is the most appropriate person to do this.

The appropriate person addressing the concern with the adult should:

- Choose a private time and place where they can talk to the subject without interruption
- They must not accuse or jump to conclusions, but do ask direct questions
- Describe what they saw or heard, and how they feel about it
- Express concern for all involved
- Emphasis appropriate boundaries and encourage behavioural change in the subject
- Encourage the subject to seek help
- Maintain a record of all meetings and conversations with the subject.
- Keep the Provincial and DLP updated and informed of action taken.

Depending on the outcome of the above action:

- a formal meeting may be arranged with the subject to discuss the boundary violations (this meeting should be between the subject and the Provincial and /or the DLP).
- a record of the meeting and its outcome should be maintained.
- a written reminder should be issued by the Provincial to the subject to follow the Carmelite code of behaviour.
- if required, appropriate training should be provided to the subject to ensure that the violation is not repeated.
- if the behaviour reoccurs, disciplinary action involving the subject should be considered.

Rights of person accused of boundary violation (the subject)

- An individual accused of a boundary violation has a right to know the detail of what boundary is alleged to have been breached by them.
- If they accept that the breach occurred, they have a right to be given the opportunity to correct the behaviour through support from the Provincial.
- At any meetings with the Provincial the subject should be given the opportunity to be accompanied and supported by a colleague or friend of their choice.
- If training, therapy or counselling for the subject is considered helpful, this may be provided by the Carmelite Order, where deemed appropriate.
- If the boundary violation leads to disciplinary action, the subject should be advised of their rights to access canon and civil law advice.